

ALLOCATIONS & HOUSING REGISTER MANAGER

CANDIDATE INFORMATION PACK MAY 2025

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WELCOME LETTER

Dear Candidate,

Welcome to Ealing Council, where we are committed to providing safe, secure, and sustainable housing for our residents. I am delighted to welcome you to the recruitment process for the Housing and Environment Directorate's positions at Ealing Council. We are excited to offer a range of key leadership roles that provide an excellent opportunity to make a significant impact in the housing departments serving our borough. At Ealing Council, we are on a journey to rebuild the housing service to enhance the quality of life for our residents. Our corporate strategy and vision focus on creating good jobs, tackling the climate crisis, and fighting inequality to ensure a sustainable and inclusive future for all residents.

This role offers the chance to drive positive change and improve the lives of our residents. You will be part of a team that focuses on supporting people to live well in the community and improving the quality of housing. Working for Ealing Council's Housing and Environment Directorate offers a unique opportunity to be part of the leadership team taking forward the innovative delivery of our forthcoming housing, homeless and rough sleeping strategies.

By joining us, you will help shape a better future for Ealing's residents. We have embraced all recommendations from recent reviews as part of our journey of improvement to rebuild our services. Ealing is a fantastic place to work. The council is committed to creating an engaged, trusted, and supported workforce that is enabled to do the very best for the communities it serves.

We offer a competitive salary package, with additional benefits and discounts. The council has a new workforce strategy that focuses on several key areas to enhance its workforce and address various challenges. The council is dedicated to continuous learning and professional development, recognising that its success depends on the quality of its people. Additionally, the strategy emphasises the importance of equality, diversity, and inclusion, and aims to develop the workforce to work collaboratively with the community and its partners.

Below, you will find the role profiles that outline the roles, describe the knowledge, experiences, and skills we are seeking, and provide information about how you can apply for a role. We look forward to receiving your application and potentially welcoming you to our directorate.

Best regards.

Nicky Fiedler

Strategic Director for Housing and Environment Ealing Council



WHY JOIN US?

Working for Ealing Council's Housing and Environment Directorate offers a unique opportunity to make a significant impact on our communities. The council owns and manages around 18,000 properties, with almost 3000 households in temporary accommodation, driving an annual spend of approximately £28m with ambitious savings targets. It has allocated a £150m capital budget to increase the supply of temporary accommodation. The council is dedicated to providing safe, secure, and sustainable housing, aligning with the council's strategic priorities. You'll be part of a team that focuses on supporting people to live well in the community and improving the quality of housing.

Ealing Council's housing strategies, such as the Homelessness Reduction Strategy and the Rough Sleeping Strategy, demonstrate a strong commitment to addressing housing challenges and ensuring that all residents have access to decent and affordable housing. By joining the Directorate, you'll contribute to these impactful initiatives and help shape a better future for Ealing's residents.



Are you ready to make a significant impact in the housing sector? Ealing Council is seeking talented and dedicated professionals to its Housing and Environment Directorate. We are offering the chance to drive positive change and improve the lives of our residents.

ABOUT THE ROLE

Title: Allocations and Housing Register Manager
Salary: £59,739 to £63,159
Location: Perceval House, Ealing (West London)
Hours: 35 hours Monday – Friday, hybrid working
Direct reports: Up to 15 officers

As the Allocations and Housing Register Manager, you will oversee the allocation of social housing and manage the Housing Register function in line with council policy. You'll ensure efficient, compliant housing allocations, provide advice to residents, and manage nominations to Registered Providers, aiming to maximise the use of social housing. Your role will include developing and reviewing the Allocations Strategy, addressing overcrowding and under-occupation, and working closely with internal teams and external partners to provide effective housing solutions, including homelessness prevention.

You will lead a team, drive service improvement, and ensure compliance with housing legislation and best practices. You'll also manage budgets, oversee project delivery, and contribute to the development of policies and processes that align with the latest legislative changes and industry trends. Your focus will be on achieving operational excellence, meeting targets, and delivering high-quality service outcomes.

ABOUT YOU

The successful candidate will be a results-driven and experienced housing professional with a strong background in homelessness services and a deep understanding of housing legislation, including the Homelessness Reduction Act 2017. You will bring a solid grasp of local and national housing policies and best practices, and understand how these shape effective service delivery in allocations and housing register management. With proven leadership experience, you will have a track record of motivating high-performing teams, managing complex workloads, and delivering high-quality services in fast-paced, ever-changing environments. Your communication and stakeholder engagement skills will be essential in building strong relationships across the council and with external partners.

You'll hold a relevant qualification such as a Level 4 or 5 Certificate or Diploma in Housing or be willing to work towards one, alongside membership of a professional body like the Chartered Institute of Housing. Evidence of continued professional development—such as ILM Level 5 in Leadership and Management or project management qualifications like PRINCE2—will further demonstrate your commitment to excellence and innovation in service delivery.

A copy of the full job description will be sent to you alongside this candidate information pack by our recruitment partner at Adecco.



HOW TO APPLY

It is an exciting time to join us, here at Ealing Council. If you would like to make a positive difference to our residents and borough, then we're looking forward to hearing from you.

To apply for this position, please email robin.turner@adecco.co.uk.

Closing date for applications: Midnight on Sunday 8th June 2025.

Interview & Assessment Dates: Week Commencing Monday 23rd June 2025 onwards.

We value equality, diversity, and inclusion, and encourage applications from all sections of the community and our partner organisations.

Join us in our mission to provide excellent housing services and create a better future for our community!

These roles are subject to Ealing Council's Enhanced Vetting clearance processes.

You must have the right to work in the UK. Evidence for the right to work in the UK will be requested at the interview stage.