

BUSINESS SERVICES 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:	Business Services 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 Business Services Manager, you will lead and oversee the delivery of a comprehensive administrative and operational support function for the Housing Demand division. Working closely with internal teams, external partners, and other council departments, you will ensure high-quality services that are responsive, efficient, and aligned with statutory requirements. This includes managing key business functions such as casework coordination, data and performance reporting, rent account setup, and temporary accommodation onboarding and spend tracking. You will be responsible for overseeing service enquiries, complaints, and information requests, ensuring timely and accurate responses while maintaining robust internal processes.

You will play a key role in driving operational excellence by embedding continuous improvement across business services, supporting wider housing strategies, and ensuring compliance with relevant housing legislation and council procedures. Your role will require close collaboration with colleagues across Housing Demand to ensure a seamless service for residents—from back-office support to frontline delivery—while contributing to broader goals such as homelessness prevention, cost control, and property acquisition. You will lead a team, manage budgets, contribute to strategic planning, and act as a trusted advisor to senior leaders, bringing a proactive, solution-focused approach to business operations.

ABOUT YOU

We are seeking a results-driven leader with extensive experience in housing or related fields, particularly in homelessness services. You should have a strong understanding of housing legislation, including the Homelessness Reduction Act 2017, and the ability to ensure compliance while achieving positive outcomes for residents. Your leadership skills, ability to manage competing priorities, and commitment to high-performance service delivery are essential, alongside excellent communication and stakeholder engagement abilities.

You will bring a proven track record in project management, successfully delivering complex projects within time, cost, and quality parameters. Essential qualifications include a degree or NVQ Level 4/5, and professional certifications from the Chartered Institute of Housing. Ongoing professional development, such as management or project management training, will further support your ability to lead and drive continuous improvement in homelessness services.

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 your most up-to-date cv to:
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.