

JOB DESCRIPTION

JOB TITLE:	Neighbourhood Officer
GRADE:	7
REPORTING TO:	Neighbourhood Team Leader
RESPONSIBLE FOR:	N/A

ROLE SUMMARY

To deliver a proactive, customer focused estate and housing management service across our neighbourhoods. To deliver outstanding services direct to customers in line with the vision and values of the organisation.

To act as an ambassador for believe housing working with internal and external partners to deliver excellent services to the neighbourhoods in which we work.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Ensuring the delivery of an outstanding housing service within a defined neighbourhood including all tenancy related matters.
- Managing all vacant properties to ensure that properties are allocated as quickly as possible.
- Coordinating with internal teams and external partners to ensure neighbourhoods are kept clean, tidy and well maintained, including monitoring gardens, landscaped and communal areas.
- Reporting repairs through the appropriate routes to ensure properties are maintained effectively.
- Engaging with the wider community and relevant community groups for the benefit of individuals and their environment.
- Work with believe housing teams and liaise with external agencies, adhering to established protocols, including attending Case Conferences.
- Maintain a register and allocate all garages.

- Provide details and act as a coordinator in respect of all tenancy and neighbourhood related information and respond to all enquiries as required.
- Undertake home visits and inspections identifying any tenancy breaches and support requests and taking appropriate action to resolve.
- Supporting people to manage their tenancy in a successful way.
- Liaise with other departments in relation to tenancy and estate matters including close liaison with Strategic Assets Team to identify and assist the delivery of Capital Works and environmental improvements.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	5 GCSE's at Grade A*- C's or equivalent, and/or relevant experience in a similar role	Housing related qualification	• Application Form • Selection Process • Pre-employment checks
Experience	Experience in the delivery of operational housing services Experience of delivering outstanding customer focused services Experience of partnership working with internal and external stakeholders and agencies to deliver support and advice to customers Ability to work as part of a team and in partnership with other services and officers		• Application Form • Selection Process
Skills/knowledge	Working knowledge of housing law and current housing issues Excellent organisational skills and ability to produce quality work to tight deadlines Ability to manage a high workload with conflicting priorities Ability to prepare written reports and maintain accurate records Ability to deal with difficult situations in a positive manner with tact and diplomacy Ability to meet the travel requirements of the post		• Application Form • Selection Process