

## JOB DESCRIPTION

**Job title: Neighbourhood Housing Officer**

**Scale: Grade 6**

**Reporting to: Neighbourhood Housing Manager**

**Main contacts (Internal / External):**

Alongside team members, the post holder will work proactively with members of the public, tenants, tenant and resident groups, community groups, other Northwards Housing departments and partner agencies.,

**Main purpose of the job:**

To deliver high quality tenancy and estate management services by providing top class customer service. The post holder will strive to improve the quality of life of residents through effective case management, by providing an attractive environment and creating better neighbourhoods leading to successful and sustainable communities

**Key Areas of Responsibility**

To take a proactive and leading role in case managing wide ranging tenancy management issues including (but not excluding): anti-social behaviour, property condition, garden enforcement, safeguarding, domestic abuse and tenancy fraud/misuse cases.

To enforce the terms of the tenancy agreement; including providing tenants with accurate and appropriate advice about their rights and responsibilities in relation to their tenancy agreement and where necessary providing professional and good quality information to the Community Safety Team to enable legal action to be taken where necessary.

To carry out regular estate inspections to identify environmental and other problems as well as taking relevant action as appropriate to improve the neighbourhood.

To proactively tackle areas of environmental neglect and develop practical and creative solutions for improvement.

To take timely and appropriate action in relation to all tenancy management issues, including conducting new tenancy and six month tenancy visits, responding to requests to succeed to tenancies, or terminate tenancies and dealing with suspected abandoned tenancies.

To work proactively to support the organisation's objectives in safeguarding children, ensuring that proactive steps are taken to protect children from abuse and neglect

To proactively safeguard adults by offering support to tenants in dealing with health and social issues, liaising with appropriate support services and engaging directly with tenants to enable them to successfully manage their tenancies.

To support tenants who have suffered domestic abuse, working proactively with other agencies to advise and protect victims.

To assist the organisation in maximising rent collection; for example, by providing appropriate advice and assistance to new and existing tenants.

To work closely with Resident Involvement Officers to assist with the development and sustainability of effective resident involvement with local groups and residents – this includes attending tenant and resident association meetings, fun days, etc.

To work closely and supportively with other team members and liaise effectively with other departments to ensure a coordinated and responsive service is provided.

Maintain an awareness and observation of Fire and Health & Safety Regulations and good practice requirements throughout the company.

Actively follow all Northwards policies including Equal Opportunities policies

To carry out any other duties within the scope, spirit and purpose of the job as requested by management as s duties and responsibilities change, the job description will be reviewed

Take personal responsibility for minimising Northwards impact on the environment by supporting our green agenda.

**Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

## PERSON SPECIFICATION

### Skills and Ability

A good understanding of the different aspects of effective tenancy management and the importance of ensuring these are dealt with in a timely manner.

A good understanding of what constitutes top class customer service.

The ability to analyse and solve challenging problems through effective lateral thinking and to consider outcomes of decisions.

The ability to manage a busy workload and to work productively without close supervision

ICT literate with the ability to use a variety of systems.

You must have a full driving licence as access to a car is required on a daily basis

### Experience

Experience of developing excellent working relationships with a range of people and agencies.

Experience of working in partnership to solve problems.

Experience of delivering top class customer service.

Educated to a good standard of education, including a minimum grade C in Maths and English at GCSE or equivalent.

**Personal Qualities:**

The ability to see problems from a variety of viewpoints and perspectives; and to deal sensitively and empathetically with people in difficult and stressful situations as well as having the required level of emotional intelligence in such situations.

The ability to communicate effectively both verbally and in writing. Having the flexibility to adopt different communication styles according to the situation or audience and have the required standard of self-awareness when dealing with residents, colleagues and partner agencies in a challenging environment.

Motivation to continually improve and thrive in a team environment.

A desire for continual service improvement and a willingness to work with the community to provide this

The post holder will be required to work evenings and weekends as required.

Personal commitment to the corporate values and objectives of Northwards Housing and culture of continuous service improvement.

Commitment to own personal development and take full advantage of training provided

To work positively and inclusively with colleagues and customers so that Northwards Housing provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.