

## JOB PROFILE

**JOB TITLE:** Neighbourhood Officer (Fylde)

**REPORTING TO:** Regional Neighbourhood Manager

### JOB OVERVIEW

To deliver effective housing management and neighbourhood services across a defined neighbourhood and to contribute to continuous improvement and development of those services.

### ABOUT THE ROLE



**FUTURE  
FOCUSED**

We



**WORK  
TOGETHER**

have



**ACT  
WITH CARE**

big plans



**MAKE A  
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

- To provide high quality, tenant focussed housing and neighbourhood services effectively, consistently, pro-actively and effectively, including:
  - void management and letting properties including undertaking new tenant visits
  - dealing with all changes of tenancy, including mutual exchange and succession conducting neighbourhood and scheme inspections
  - assisting with community initiatives and delivering such initiatives as required
  - developing local communication and providing information to tenants
  - taking responsibility for ensuring all issues that arise on the neighbourhood are resolved and where unable to resolve directly signposting tenants effectively whilst retaining ownership for resolving the issue
- To provide high quality, customer focused community safety services effectively, consistently, pro-actively and cost effectively including:
  - Dealing with all tenancy management issues including tackling anti-social behaviour
  - Taking responsibility for resolving all breaches of tenancy that arise
  - Assisting with community initiatives as required
  - Developing local communication and providing information to customers

- Contribute to the development of, and assist in the implementation and delivery of strategic plans and neighbourhood promises
- Develop and strengthen local partnerships and fostering positive relationships with key local contacts including neighbourhood management structures
- Ensure services are positively focussed on tenants, communities and neighbourhoods
- Occasionally attend tenant and community focused meetings and attend other local tenants and residents' meetings as required
- Work with partner agencies and other stakeholders to develop an understanding and awareness of the community and to deliver coherent, customer-focussed solutions and intuitive responses to neighbourhood issues
- To provide tenants and customers with general advice, assistance and support in line with ForHousing's policies, procedures and guidance
- To consistently meet and exceed performance targets and to keep full, accurate and timely records
- To work effectively with, other ForHousing departments to ensure services are delivered seamlessly
- To undertake a wide range of duties associated with tackling neighbourhood issues effectively in line with policy and procedure and in line with wider community safety and crime reduction priorities.

## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet business and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Every year we set out corporate and service plans giving an overview of the activities we'll carry out to achieve our purpose of improving lives. You play a crucial part in those plans. We also encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We are an inclusive and diverse business. To help us achieve our purpose of improving lives we all live by four main values: passion, openness, respect and trust. You'll need to familiarise yourself with and work within our equality and diversity and people management policies to help make sure we deliver excellent customer service
- We have policies in place to ensure the health, safety and welfare of all staff and those we work with. We monitor and review these policies to help make sure we provide the right level of resources and training. You'll need to understand your responsibilities for services and for each other and maintain quality standards
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.

## OUR COMMITMENT

Under the Equality Act 2010 if you are disabled we'll do our best to make sure you have any aids, adaptations or equipment so you can carry out your job. We want to make sure you have everything you need  
I've received a copy of this job description and am happy with my responsibilities.

Signature:..... Date:.....

### Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>Working towards recognised housing qualification</li> <li>Knowledge of relevant housing legislation</li> <li>Membership of CIH</li> </ul>	AF/I AF/I AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>Experience of working in social housing</li> <li>An understanding of the law and policy as it relates to anti-social behaviour</li> <li>Experience of writing and presenting reports</li> <li>Demonstrate strong negotiating and influencing skills</li> <li>ECDL</li> <li>Ability to establish effective and productive relationships</li> </ul>	AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>Understanding of housing management in the social sector</li> <li>Highly developed organisational, communication, decision-making and workload management skills</li> <li>Demonstrate strong negotiating and influencing skills</li> <li>Sound understanding of Welfare Reform, the impact on tenants and communities and practical steps to mitigate this</li> <li>Understanding of the Social Inclusion agenda such as Digital Inclusion, Financial, Employment and Skills, Health and Well-Being etc.</li> <li>Demonstrate strong ICT skills</li> <li>Ability to communicate effectively both verbally and in writing and to tailor communication accordingly to a range of audiences and circumstances</li> <li>Ability to work equally effectively as part of a team or on own initiative</li> <li>Ability to identify problems or issues, adopt appropriate and, if needed, innovative solutions and implement changes through to a positive outcome.</li> <li>Ability to consistently achieve targets and deliver excellent customer service in a rapidly changing environment</li> </ul>	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I

	<ul style="list-style-type: none"> <li>• Ability to respond effectively to queries and problem solving</li> <li>• Ability to demonstrate a methodical approach</li> <li>• Display the resilience and emotional intelligence to be able to cope with difficult situations and handle them well, demonstrating understanding and empathy when required</li> <li>• Ability to analyse and interpret tenant insight and intelligence to make informed and balanced service delivery decisions.</li> <li>• Confidence to assess and take calculated risks</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Personal qualities	<ul style="list-style-type: none"> <li>• Display a passionate, 'can do' attitude and approach, taking responsibility to tackle issues and employ appropriate solutions to get things done</li> <li>• Be fully committed to delivering the best customer experience possible, demonstrating passion and a caring approach to enhancing the quality of lives of residents and improving communities</li> <li>• Make a positive contribution to the team culture and inspire and gain the confidence of others through displaying an inclusive approach to work</li> <li>• Be self-aware, honest and critically reflective with a desire to keep learning and improving</li> <li>• Adopt a dynamic approach to connecting experiences on the ground with the bigger picture</li> <li>• Be fully committed to equality and diversity</li> <li>• Have a high degree of self-motivation, initiative, flexibility and responsiveness</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Other	<ul style="list-style-type: none"> <li>• An understanding of the competitive business environment in which ForHousing (Part of the ForViva Group) operates</li> <li>• Commitment to work outside of normal office hours</li> <li>• Good attendance record</li> <li>• Current driving licence and ability to travel with occasional overnight stays</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>