

ROLE **PROFILE**

JOB TITLE: Neighbourhood Officer
REPORTING TO: Regional Neighbourhood Manager
TEAM: ForHousing Neighbourhoods

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**



**WORK
TOGETHER**



**ACT
WITH CARE**



**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.

Your main responsibilities will include:

- To provide high quality, customer focussed housing and neighbourhood services effectively, consistently, pro-actively and cost 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 customers
 - Taking responsibility for ensuring all issues that arise on the neighbourhood are resolved and - where unable to resolve directly signposting customers effectively whilst retaining ownership for resolving the issue
- 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 customers, communities and neighbourhoods
- Occasionally attend Local Area Panels and attend other local 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 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

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

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"> Working towards recognised housing qualification Knowledge of relevant housing legislation Membership of CIH 	AF/I AF/I AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> Experience of working in social housing Experience of writing and presenting reports Demonstrate strong negotiating and influencing skills ECDL Ability to establish effective and productive relationships 	AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> Understanding of housing management in the social sector Highly developed organisational, communication, decision-making and workload management skills Sound understanding of Welfare Reform, the impact on customers and communities and practical steps to mitigate this Understanding of the Social Inclusion agenda such as Digital Inclusion, Financial, Employment and Skills, Health and Well-Being etc. Ability to communicate effectively both verbally and in writing and to tailor communication accordingly to a range of audiences and circumstances Ability to work equally effectively as part of a team or on own initiative Ability to identify problems or issues, adopt appropriate and, if needed, innovative solutions and implement changes through to a positive outcome. Ability to consistently achieve targets and deliver excellent customer service in a rapidly changing environment Ability to respond effectively to queries and problem solving Ability to demonstrate a methodical approach Display the resilience and emotional intelligence to be able to cope with difficult situations and handle them well, demonstrating understanding and empathy when required Ability to analyse and interpret customer insight and intelligence to make informed and balanced service delivery decisions. Confidence to assess and take calculated risks 	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> Display a passionate, 'can do' attitude and approach, taking responsibility to tackle issues and employ appropriate solutions to get things done 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 Make a positive contribution to the team culture and inspire and gain the confidence of others through displaying an inclusive approach to work Be self-aware, honest and critically reflective with a desire to keep learning and improving 	AF/I AF/I AF/I AF/I

YOU'RE THE DIFFERENCE



	<ul style="list-style-type: none">• Adopt a dynamic approach to connecting experiences on the ground with the bigger picture• Be fully committed to equality and diversity• Have a high degree of self-motivation, initiative, flexibility and responsiveness	AF/I AF/I AF/I
Other	<ul style="list-style-type: none">• An understanding of the competitive business environment in which ForHousing operates• Commitment to work outside of normal office hours• Good attendance record• Current driving licence and ability to travel with occasional overnight stays	AF/I AF/I AF/I AF/QC



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