

ROLE **PROFILE**

JOB TITLE: Neighbourhood Advisor

REPORTING TO: Neighbourhood Services Coordinator

TEAM: ForHousing Neighbourhoods

JOB OVERVIEW

To provide an effective support function to the Neighbourhoods Officers in delivering a customer focussed and localised neighbourhood-based service.

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 contribute to the provision of an intelligence-based housing service by providing comprehensive advice and assistance to all customers in line with ForHousing's policies, procedures and guidance.
- Contribute to the delivery of the Neighbourhood Plans and provide support to Neighbourhood Teams in developing and improving neighbourhood services to ForHousing Customers including developing good relationships with key partners.
- To support Neighbourhood Officers in providing quality, customer focussed housing and neighbourhood services effectively, consistently, pro-actively and cost effectively, including: -
- The allocation and letting of properties including promotion and marketing, viewings and sign up interviews as required.

- In partnership with Neighbourhood Officers and other key stakeholders undertake interventions and actions which support the delivery of the Neighbourhood Promises.
- Undertaking initial investigations into low level anti-social behaviour cases including the taking of statements.
- Support the neighbourhood officers in ensuring services are positively focussed on customers, communities and neighbourhoods.
- Support the neighbourhood officers to manage a locally focussed ring-fenced budget.
- To consistently meet and exceed performance targets relating to the neighbourhood service and to keep full, accurate and timely records, including the updating of computer system records.
- To work effectively with all teams and positively embrace the One Team ethos in delivery of the Neighbourhood Promises.
- To provide a welcoming reception and telephone enquiry service for the full range of functions carried out at an Neighbourhood Office or other facilities where ForHousing provide a service to customers and to signpost customers to external agencies and make interview appointments where required.
- To provide administrative support within the office as required, including the receipt and distribution of both incoming and outgoing mail.
- To ensure that the office is open and accessible to the public at stated times, including the opening and closing of Offices as required, in line with published opening hours and Health & Safety good practice.
- To seek immediate resolutions to potential formal complaints and to ensure that such immediate resolutions are accurately recorded in a timely fashion or investigated further in line with the ForHousing's Complaints Policy and Procedure.
- To take a full and active role in the implementation of your own personal development and to participate in the training.

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"> • Evidence of education to at least GCSE level or equivalent in maths and English. • Good written and verbal communications and numeracy skills. • Evidence of a desire for continuous development (Desirable) 	QC QC AF
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience of working within a customer focussed environment • Strong evidence of customer focus. • Ability to establish effective and productive relationships • Demonstrate strong IT skills • Experience of working in a busy office environment. • Experience of working to objectives • Experience of working both alone and within a team. • Experience of working in an antisocial behaviour or legal environment • ECDL • Demonstrate a basic understanding of current social housing issues 	AF/I AF/I AF/I AF/T AF/I AF/I AF/I AF/I AF AF/I I
Skills and abilities	<ul style="list-style-type: none"> • Ability to prioritise and organise • Ability to show initiative and problem solving skills • An understanding of equal opportunities issues • Able to work cooperatively as part of a team 	AF/I AF/I AF/I/T I
Personal qualities	<ul style="list-style-type: none"> • Display self-motivation, drive and enthusiasm. • Display ability to deliver quality outcome across a range of tasks. 	AF/I AF/I/T
Other	<ul style="list-style-type: none"> • Ability to attend meetings and show a flexible approach to work. • Able to travel between Company locations to meet role requirements 	AF/QC AF/QC