



ROLE **PROFILE**

JOB TITLE: Neighbourhood Officer

REPORTING TO: Regional Neighbourhood Manager

TEAM: 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 FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Providing high quality, customer focussed housing and neighbourhood services effectively, consistently, pro-actively, and cost effectively, including:



MAKE A DIFFERENCE



- 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.
- Contributing to the development, implementation, and delivery of strategic plans and neighbourhood promises.
 - Developing and strengthening local partnerships and fostering positive relationships with key local contacts including neighbourhood management structures.
 - Ensuring services are positively focussed on customers, communities, and neighbourhoods.
 - Occasionally attending Local Area Panels and attending other residents' meetings as required.
 - Working with partner agencies and other stakeholders to develop an understanding and awareness of the community, and delivering coherent, customer-focussed solutions and intuitive responses to neighbourhood issues.
 - Providing customers with general advice, assistance, and support, in line with ForHousing policies, procedures and guidance.
 - Consistently meeting and exceeding performance targets and keeping full, accurate, and timely records.
 - Working effectively with other ForHousing departments to ensure services are delivered seamlessly.
 - Undertaking 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 organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We 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 thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- 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
- From time to time you may need to undertake other tasks commensurate with your role.

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 	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I



MAKE A DIFFERENCE



	<ul style="list-style-type: none"> 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
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 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 AF/I 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

