Recruitment Pack

Neighbourhood Housing Officer

Permanent

October 2020

Salary £25,500

Pension Scheme

Responsible to: Head of Neighbourhoods and Communities and Senior Neighbourhood Housing Officer

**Job Description –Neighbourhood Housing Officer**

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| **Main purpose of the Job:** |
| 1. Delivering a high performing, customer focused, housing management service across VHA’s housing stock and ensuring patch management is carried out to an exceptionally high standard. |
| 2. Delivery of day to day neighbourhood housing services. This includes:   * Visiting new tenants and carrying out Tenancy Health Checks * Tenancy, estate and neighbourhood management * Leasehold, shared ownership and Housing Association Leasing management * Anti-social behaviour * Neighbourhood improvement * Assisting with Resident Involvement and community projects and activities |
| 3. Engage with and involve residents in the management of their neighbourhood through regular estate walkabouts including monitoring cleaning, repairs and maintenance of schemes and estates in partnership with appropriate officers/ agencies. |
| 4. Monitor and action rent arrears cases under £1k and assist the association to maximise income from rents and service charges. |
| 5.Deputise for the Senior Housing Officer as required |

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| **Main duties** |
| 1. Ensure the patch is managed to an exceptionally high standard through the delivery of an excellent leasehold and tenancy management service, to maximise income from rents and service charges, whilst ensuring that residents are at the heart of everything we do. |
| 2.Ensure compliance with legal requirements and the Regulator for Social Housing’s standards. |
| 3. Provide an excellent service for new tenants, including introductory meetings to ensure that any issues that arise are dealt with. |
| 4. Undertake sensitively and effectively all aspects of tenancy management including the creation and determination of tenancy enforcement and to support and advise residents on how to sustain their tenancy. This may include assisting tenants who are receiving support from a partner provider. |
| 5. Deliver a proactive response to issues of low level nuisance and anti- social behaviour within the patch with ability to identify and escalate serious cases to the Senior Neighbourhood Housing Officer. |
| 6. Take action concerning breach of tenancy, removal of squatters, unauthorised occupants, authorising successions, assignments, mutual exchanges and referring more complex cases to the Housing Services Manager. Attend Court to give evidence on cases relating to breach of tenancies and execute evictions in conjunction with appointed bailiffs. |
| 7.Assist the Senior Neighbourhood Housing Officer to ensure that empty properties are managed effectively keeping re-let times to a minimum, adhering to voids and allocations process and identifying service improvements to maximise revenue collection and customer satisfaction. |
| 8. Identify and refer concerns in relation to child protection and vulnerable adults in line with safeguarding policy and protocols. |
| 9. Attend local inter-agency partnerships and meetings at neighbourhood level that will benefit customers. Promote the Association internally and externally to ensure a positive external image and a highly motivated workforce. |
| 10. Maintain confidentiality with personal information and data regarding our customers, employees and stakeholders, ensuring compliance with the Data Protection Policy and GDPR requirements. |
| 11. Uphold the Associations commitment to Equality and Diversity. |
| 12. Maintain an awareness of Health, Safety and personal security of yourself and other team members. |
| 13.Work outside of normal office hours to attend meetings and assist with emergency situations. |
| 14. Undertake any other duties as directed by the Senior Neighbourhood Housing Officer and Head of Neighbourhoods and Communities. |

**Person Specification**

**Neighbourhood Housing Officer**

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|  | Essential Requirements | Desirable Requirements | How assessed  A-Application  I-Interview | Minimum shortlist score |
| **Qualifications** | GCSE education and relevant  training/experience. | CIH Level 2 or above | A | 1 |
| **Experience** | Experience of working in a customer facing role, achieving successful outcomes in the delivery of services that meet customer needs. | Good understanding of the Social Housing Sector | A / I | 1 |
|  | Strong experience of working effectively within a housing management role incorporating rent account management, anti-social behaviour case management and intensive housing management. | Experience of lone working | A / I | 1 |
| **Skills/Knowledge/**  **Behaviours** | Able to effectively communicate with customers verbally and in writing and understand  their needs, often in emotional and sensitive situations. | Effectively deal with conflict and potentially aggressive/  volatile  situations involving customers. | A / I | 1 |
|  | Able to provide an excellent customer service in a respectful and timely manner. |  | A / I | 1 |
|  | Effective time management skills. Able to work effectively under  pressure organise priorities and deliver objectives on time. |  | A / I | 1 |
|  | Competent in using IT and MS Office packages |  | A | 1 |
|  | Understanding and commitment to Equality and Diversity. Health  and Safety and Data Protection polices and legislation applicable  to the role. |  | A / I | 1 |
|  | Knowledge and understanding of income  maximisation. |  | A / I | 1 |
|  |  |  |  | Minimum total shortlisting score - 9 |