
Post: Neighbourhood Manager

Grade: PO4

Directorate: Housing

Responsible to: Head of Housing

Team: Housing

Responsible for: Housing Officers

Purpose of Job

Deliver high quality, inclusive, and responsive housing services; focusing on positive outcomes and resident satisfaction, meeting the needs and aspirations of the local community.

Develop and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility.

Lead for local governance, facilitating effective locality-based resident meetings.

Manage a Team delivering housing services to tenants, shared owners and leaseholders.

Main Duties and Responsibilities

1. Ambassador for Poplar HARCA
2. Benchmark performance against local partners; learning lessons and making recommendations to improve
3. Contribute to the development of policies, procedures and initiatives
4. Contribute to the development of the Directorate service plan, owning responsibilities and targets
5. Design and deliver excellent, value for money services
6. Develop and achieve performance targets and improvement plans with a focus on continuous improvement and value for money, ensuring a performance culture is developed and sustained
7. Develop and implement effective procedures and systems
8. Develop, manage, motivate, support and train a multi-disciplinary team to fulfil potential and deliver objectives
9. Ensure complaints, Councillor and MP enquiries, and requests for information are effectively responded to in a timely manner
10. Ensure feedback is actively sought, responded to and acted on
11. Ensure resources are used effectively to ensure high quality, inclusive service provision
12. Ensure service communications are up-to-date, accurate and effective
13. Foster a culture of excellence and respect
14. Identify and rectify adverse trends
15. Lead for complex casework
16. Lead for local resident meetings, encouraging diverse and inclusive engagement
17. Lead on developing and implementing effective policies, procedures and systems
18. Maintain an expert knowledge of regulatory, statutory, best practice and legal precedent
19. Maintain an expert knowledge of services and initiatives
20. Maintain and oversee relationships with internal and external partners and stakeholders

21. Meet with residents, including home and site visits
22. Member of the out-of-hour's response team
23. Operational lead for casework at court, tribunals and external forums
24. Operational responsibility for implementing and maintaining effective systems of internal control
25. Operational responsibility for implementing and maintaining effective systems of risk management
26. Operational responsibility for performance
27. Operational responsibility for regulatory compliance
28. Operational responsibility for statutory and regulatory compliance across all areas of responsibility
29. Operational responsibility for tenancy and leasehold management
30. Prepare and present reports
31. Promote tenancy sustainability
32. Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential including appraisals and training plans
33. Regularly review and manage individual and team performance making appropriate interventions and taking action promptly where required
34. Represent the organisation at court, accessing appropriate legal advice where necessary and provide support and assistance to team members
35. Support initiatives to promote inclusive involvement

General

Conduct yourself in line with the standards of conduct and behaviour detailed in Poplar HARCA's standards. These include awareness of risk, health and safety, data protection, ICT use and embracing diversity.

Perform other duties as may be reasonably required by your line manager or other manager.

Undertake out of hours work.

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All criteria are essential unless stated otherwise.

	Criteria
1. Education, Qualifications, Training	a. 'A' level English and Maths, or equivalent/comparable qualifications; or experience.
2. Skills / Orientation	Can: a. Balance conflicting priorities to meet deadlines b. Effectively communicate difficult decisions c. Engage in clear and constructive straight-talking d. Facilitate meetings, groups and forums e. Interpret legislation and guidance f. Project manage g. Use ICT proficiently h. Use written/oral skills to influence, negotiate and persuade
3. Experience	Has: a. Attended Court and Tribunal proceedings b. Delivered excellence in a high-pressure environment c. Made impartial decisions in challenging situations d. Managed people e. Practically applied legislation f. Problem-solved in a high pressure environment
4. Knowledge	Knows how to: a. Lead in a multi-agency/discipline environment b. Prepare documentation and present complex information to a range of audiences c. Work in a multi-agency/discipline environment d. Work in and with diverse communities
5. Key Competencies	a. Achieving Results b. Informed and informing c. Open to change d. Partnership Working e. Personal Progress f. Problem Solving g. Putting others first