

Role Profile

Job Title:	Neighbourhood Team Leader	Grade:	12
Department:	Resident Services	Post no:	
Directorate:	Safer Communities and Housing	Location:	Various

Role reports to:	Neighbourhood Manager
Direct Reports:	5-10
Indirect Reports:	n/a

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

PURPOSE OF ROLE:

- Improve outcomes for Ealing residents by providing a customer orientated service in line with Council values and objectives
- To lead a team to deliver excellence, solve problems and deliver value for residents
- To lead a team providing support to residents across a range of tenures throughout the lifetime of their tenancies/leases. Proactively managing housing assets, anticipating the needs of residents to contribute to a safe neighbourhood.
- To lead by example, to motivate and to manage a multi-disciplinary team, ensuring team and individual development needs are identified, training put in place and that performance targets are met.
- To be responsible for the supervision, direction & development of all team members, to manage sickness absence, poor performance, disciplinary and grievance cases and recruitment panels as required.
- To take responsibility for the performance of the Neighborhood Team ensuring all legal processes, safeguarding, health and safety requirements and income recovery levels are maintained or met.
- To take a lead role in developing community engagement and resident involvement, overseeing local projects that promote inclusion and improve the

Neighbourhood area and create social cohesion.

KEY ACCOUNTABILITIES:

- To direct, manage and motivate Neighborhood Housing and Tenancy Sustainment Officers, as well as any Apprentices and Trainees, to ensure a coordinated multi-disciplined approach through clear and visible management at all times.
- Supervise staff to draft, prepare and coordinate the issue of statutory notices under relevant housing legislation and procedures for all key functional management tasks (i.e. rents, tenancy, and leasehold), providing advice and guidance on more complex cases as and when appropriate.
- Demonstrating the organisational and departmental culture and behaviors that support the Council's priorities and values.
- To be responsible for the supervision, direction & development of all direct reports, to manage sickness absence, poor performance, disciplinary and grievance cases and recruitment panels as required.
- Act as an ambassador for the Council, its services and those who provide services on its behalf, ensuring residents are supported to navigate and access services specific to their needs and vulnerabilities.
- Ensure that the Council complies with statutory duties and responsibilities, and that these are accountable to the post holder through effective performance arrangements
- To provide clear, pragmatic and customer centred housing services on behalf of the Council across disciplines (i.e. rents, tenancy, leasehold) working autonomously in all areas.
- To apply extensive housing knowledge and experience to manage varied tenure types – this includes but is not limited to: rents, voids, tenancy, allocations, leasehold, shared ownership, repairs and maintenance, compliance and safety, regeneration, and other similar duties that ensure the Council manages its residents and properties.
- To have oversight of the Neighbourhood budget, ensuring that income recovery is maintained, local projects and community engagement activity is funded and hub operating costs are monitored and managed.
- Monitor the work of Council contractors working within the neighbourhood area, ensuring wherever possible that they deliver a cost effective service that works are completed to a satisfactory standard, and that residents are provided with good customer service.

- To ensure and proactively monitor the maximisation of income collection across a range of tenures
- Maintain a working knowledge of all relevant policies, procedures and legislation that affect residents' housing, providing accurate information, advice or referral as appropriate.
- To investigate complaints against the service and report outcomes to the central complaints team within corporately agreed time limits
- To promote inclusion, cohesion and active citizenship in the neighbourhood – helping to shape opportunities and resident engagement.
- To devise and lead on local projects with Residents Associations and other local groups to help improve Neighbourhood areas and deliver resident engagement inclusion.
- To monitor and coordinate Officers to ensure active resident involvement in the neighbourhood
- To promote and manage the safety of residents and assets through proactive monitoring, and responsive activity to emerging risk.
- Be responsible for the safeguarding of vulnerable residents in line with Council policies ensuring protective measures within the control of the post holder are expedited (e.g. monitoring sustainability and neighbourhood officer's referrals)
- Be responsible for Neighbourhood Team Health and Safety at work provision, ensuring working practices are safe, staff have the necessary PPE equipment and all direct reports operate in accordance with the Council's procedures and policies.
- Ensure self and team members maintain accurate and up-to-date records of work undertaken in accordance with good practice and council and legal regulations and procedures
- Issue reports and correspondence on behalf of the service as part of an integrated management function that manages property and tenancies
- Apply specialist knowledge to allocated projects that further the work programme of the relevant neighbourhood/team.
- Liaise with other relevant service managers to deliver a holistic housing service (irrespective of tenure), maintenance teams, benefits services; allocations etc. ensuring key performance indicators are achieved.
- Report to the Neighborhood Manager, providing regular feedback and

highlighting areas of underperformance or risk.

- Provide clear, timely and evidenced advice on the functions aligned to the post, and to deliver reports and risk-based discussion documents that enable the Neighborhood Manager to respond and take informed decisions.
- Deliver all activities and tasks with skill and diplomacy, upholding the Councils equalities and diversity policies, respecting confidentiality and observing all principles of data and information security/protection.
- To work evenings and weekends as and when required
- To deputise for the Neighborhood Manager
- To assume any other reasonable functions, duties and responsibilities as requested by the employing department which are within the reasonable competence of the post holder.
- Work flexibly as required to undertake the role and, from time to time, meet service needs to facilitate special events in line with business requirements.

KEY PERFORMANCE INDICATORS:

- Resident and leaseholder satisfaction
- Income recovery
- Complaint resolution
- Void time
- Safety records
- Activity (e.g. visits, verifications, engagement meetings, home safety checks, estate inspections etc.)

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Senior Management Team and Departmental Management Team
- Elected representatives, Cabinet and Committees/Panels
- Assistant Directors, Heads of Service and their representatives
- Contractors and partners in delivery, and suppliers of services
- Residents, businesses and the representatives
- External trusts, community groups and voluntary sector organisations
- External agencies and partners

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Approving recommendation for legal action, and taking all pre-action steps
- Apply policies and procedures to ensure safety, suitability and management of

resource

- Safeguard all residents and make appropriate referrals as necessary

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

- 1) **Communication** Excellent communication skills, able to influence at all levels
- 2) **Leadership** Ability to prioritise, make decisions and provide clear leadership for staff, including the establishment and maintenance of a performance management culture that supports continuous improvement.
- 3) **Leadership** Ability to motivate, enthuse and mentor individuals, teams and create a positive culture and attitude based on customer excellence, and experience of influencing a diverse range of indirect line reports.
- 4) **Leadership** – Ability to lead by example, sharing knowledge and experience with colleagues to guide their development
- 5) **Change Orientation** - Ability to champion service developments gaining commitment and input from colleagues
- 6) **Interpersonal and negotiation skills** - Ability to influence and negotiate with stakeholders, maintaining constructive relationships.
- 7) **Time management** Ability to exercise judgement within constrained timescales and resources in the light of competing pressures.
- 8) **Compliance** Knowledge and understanding of complex multi-disciplinary housing operations, and the ability to ensure appropriate, safe and legally compliant decisions.
- 9) **Legislative Knowledge** Excellent understanding of housing legislation, government guidelines and policy that influence the duties of the post holder.
- 10) **Legislative Knowledge** Excellent Knowledge and understanding of complex multi-disciplinary housing operations, and the ability to ensure appropriate, safe and legally compliant decisions.
- 11) **Partnership** Ability to work in partnership with other agencies to deliver the best outcome for the customer.
- 12) **Equality & Diversity** Excellent understanding of the principles of equality and

diversity, ability to apply them to service provision, respecting confidentiality and the dignity of others

13)IT Skills – Ability to work confidently with IT software packages – e.g. Microsoft Word, Excel.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. Social Work England)

14)Experience of delivering customer care to a diverse community

15)Experience of assessing reports for evidential adequacy, making recommendations as to the most appropriate action and preparing legal documents for court, committee, tribunal etc.

16)Substantial housing management experience across multiple tenures

17)Experience of managing a small team in a customer service environment

18)GCSE qualifications or equivalent grades A-C/9-4 (including English and Maths), or relevant work experience

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards