



Job Description

Job Title	House Officer
Department	Community and Children's Services – Housing Services
Grade	D
Location	Housing Services Office
Responsible to	Resident Services Manager
Responsible for	

Purpose of Post

To "Champion" the quality of services to residents and to take ownership of the overall quality of landlord's services in a designated area as set out in the Service Level Agreements (SLA), with approximately 700 properties, of the Barbican Estate. Assist in the development of new services, policies and plans with all stakeholders and implement these consistently across the Estate ensuring continual improvements which are high quality, value for money, customer focused, open to all and sustainable. To provide a leasehold management role to the 700 properties. Assist in the enforcement of leasehold covenants relating to commercial properties and compilation of rental review and setting.

Main Duties & Responsibilities

1. Lead on the provision of customer service in the designated area relating to residential, commercial and space, working with service providers to ensure that all services are customer-focused and that contact with residents is of a consistently high quality and that every effort is made to resolve issues at the first point of contact.
2. Develop, implement and monitor service level agreements for the Barbican Estate in consultation with residents, reviewing these regularly with service provision managers and reporting on performance to committee and resident working groups.
3. Provide and facilitate a range of opportunities for residents to participate in the management of services and decisions which may affect them. Be responsible for the day to day liaison and support for recognised residents groups.
4. Liaise with officers in other departments, from other local authorities, members, partners and stakeholders as appropriate, to improve and deliver high quality services and financial services relating to residential, commercial and space
5. Co-ordinate the resolution of issues relating to the lease for the designated area, liaising with appropriate officers on leasehold enforcement matters, seeking legal guidance where appropriate and identifying changes needed to address issues at a service level.
6. Investigating and dealing with neighbour disputes and nuisance behaviour/issues for the designated area. Working closely with the police and other agencies and or departments to address these issues.



7. Resolution of applications from designated area's leaseholders for proposed alterations that are technically possible but may not be in the best interests of the fabric of the building. Liaison with leaseholders, contractors for approved works where there are nuisance issues.
8. Assist in the production of reports to members of the Residents' Consultation Committee and Barbican Residential Committee to ensure they are kept informed of and engaged with matters affecting the Estate.
9. Develop communications for the Barbican Estate to ensure that residents/COL departments are informed of service issues.
10. Work with the Barbican Estate Management team, Property Services/Open Spaces Officers, departmental financial officers and resident working parties to establish and review a development plan for each residential block/area of the estate, covering Property Maintenance, Major Works, Estate Services, Open Spaces and resident issues. Assist in the implementation of each plan, monitoring progress closely, addressing challenges and providing regular update reports whilst ensuring that value for money is achieved and budgets are maintained.
11. Work with service providers to ensure the delivery of agreed service standards in the area, including those for Customer Care, Estate Services, Property Maintenance, Major Works and Open Spaces monitoring closely and reporting to the management team, residents and staff regularly.
12. Maintain a rigorous performance management programme across the area, including the collecting, monitoring and reporting of performance information. Collate, analyse and report on resident satisfaction data, using this to drive service improvements.
13. Co-ordinate and resolve complaints across the area, liaising with officers to address issues as necessary
14. Participate in the management of the Barbican Estate contributing to the development of all policies, plans and initiatives. Represent the team and service at appropriate meetings including resident and member working parties.
15. Work with service providers to ensure that in house staff and contractors engaged in the delivery of all services are monitored and make recommendations for training and development opportunities.
16. Actively seek to implement the City of London's Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
17. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
18. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

Job Title	House Officer
Department	DCCS, Barbican Estate Office
Grade	D
Trent Position Number	

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

Professional Qualifications / Relevant Education & Training

- Relevant Degree, or management qualification eg. ILM, Diploma in Management Studies/NVQ Level 4 or a professional qualification in Housing, Customer Services or equivalent working experience at this level. (A)

Experience Required

- Working in a customer focused environment, dealing with clients, suppliers, contractors and staff. (A,I)
- Monitoring targets both quantitative and qualitative, monitoring performance and striving for continuous improvement. (A,I)
- Creating effective partnerships and relationships with internal and external stakeholders to support excellence in service provision. Presentations to groups. (A,I)
- Formulating, implementing and monitoring Service Level Agreements / Performance Contracts. (A,I)
- Managing contracts including Health and Safety, value for money and acting in a client liaison role. (A,I)
- Business Planning and effectively incorporating customer needs into strategic plans. (A,I)

Technical Skills & Knowledge

- Excellent written and verbal communication skills required for producing a wide range of written communications to a variety of audiences (A,I)
- The ability to understand, analyse and present complex material to a variety of audiences in plain English (A,I)

- The ability to act as ambassador promoting the City of London and the Barbican Estate (A,I)
- An interest in the work of City of London and committed to improving our customer services provided via our wide range of communications to various stakeholders (A,I)
- Knowledge and experience of consultation process and stakeholder management
- Evidence of continuous professional development (A,I)
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Other Relevant Information

- Working hours 9am to 5pm.
- Working hours will require the need to work flexibly to meet the needs of project delivery.
- Working hours will involve some attendance at evening meetings and possible weekend consultation.
- Working condition include in an open plan area and/or hot desking.
- Working conditions include working outdoors.
- Working conditions can be reasonably adjusted for candidates with specific needs.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is £36,060 - £40,750 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a one year fixed term basis.

Hours of Work

Normal hours of work are 9 am – 5 pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service



If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.