

## Role Profile

<b>Job Title:</b>	<b>Neighbourhood Housing Officer</b>	<b>Grade:</b>	8/9/10
<b>Department:</b>	Resident Services	<b>Post no:</b>	
<b>Directorate:</b>	Safer Communities and Housing	<b>Location:</b>	Various

<b>Role reports to:</b>	Neighbourhood Team Leader
<b>Direct Reports:</b>	n/a
<b>Indirect Reports:</b>	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
- Provide support to residents across a range of tenures throughout the lifetime of their tenancies/leases.
- Maximise income collection through proactive management of arrears.
- Proactively manage housing assets, anticipate the needs of residents and contribute to a safe neighbourhood.
- Work as part of a team to deliver excellence, solve problems and deliver value for residents.
- Provide support, advice and ownership of resident complaints, resolving where possible and coordinating where shared across services and departments.

### AT GRADE 10:

- Lead on projects and new ways of working, undertaking partnership work to improve resident outcomes.

### KEY ACCOUNTABILITIES:

- To provide clear, pragmatic and customer centred housing services on behalf of the Council and any housing provider aligned to the housing service.
- To maximise income collection across the range of tenures through proactive monitoring and management of customer accounts, making use of legal remedies where appropriate.

- To promote inclusion, cohesion and active citizenship in the neighbourhood – helping to shape opportunities and resident engagement.
- Act as an ambassador for the Council, its services and those who provide services on its behalf – support residents to navigate and access services specific to their needs and vulnerabilities.
- To promote and manage the safety of residents and assets through proactive monitoring, and responsive activity to emerging risk.
- To apply 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.

#### **AT GRADE 8 THE POST HOLDER WILL:**

- Deliver coordinated resident services as part of a multi-disciplinary team. This could include duty, home visits, planned and reactive appointments, estate inspections, public meetings etc.
- Maintain accurate and retrievable records of key actions and decisions.
- Draft, plan and issue reports and correspondence on behalf of the service as part of an integrated management function that manages property and tenancies
- Deliver housing services across disciplines (i.e. rents, tenancy, leasehold) working autonomously in at least one area.
- Support and encourage resident involvement and active citizen activities in the local neighbourhoods.
- Work with Tenancy Sustainment Officers to coordinate a multi-disciplinary approach to vulnerable residents.
- Safeguard vulnerable residents in line with Council policies ensuring protective measures within the control of the post holder are expedited (e.g. referrals to Locality Teams)
- Liaise with other relevant services to deliver a holistic housing management service (irrespective of tenure), maintenance teams, benefits services, allocations etc. ensuring key performance indicators are achieved.
- Deliver all activities and tasks with skill and diplomacy, upholding the Council's equalities and diversity policies, respecting confidentiality and observing all principles of data and information security/protection.
- Be responsible for working safely in accordance with the Council's procedures and policies.

- Maintain a working knowledge of all relevant policies, procedures and legislation that affect residents' housing, providing accurate information, advice or referral as appropriate.
- Manage risk, undertaking risk assessments and practical strategies to minimise adverse impact
- 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.

**PROGRESSION TO GRADE 9 IS NOT AUTOMATIC AND WILL REQUIRE EVIDENCE TO DEMONSTRATE THE POSTHOLDER CAN UNDERTAKE THE FULL RANGE OF DUTIES AND INDEPENDENTLY WORK TO A MORE SENIOR LEVEL.**

**CRITERIA FOR PROGRESSION WILL REQUIRE MANAGEMENT CONFIRMATION THAT REQUIRED COMPETENCY HAS BEEN ACHIEVED.**

**IN ADDITION AT GRADE 9 THE POST HOLDER WILL:**

- 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) without supervision.
- Lead, facilitate and motivate resident involvement activities in the neighbourhood representing the neighbourhood team at meetings with resident stakeholders.
- Apply specialist knowledge to allocated projects that further the work programme of the relevant neighbourhood/team.
- Create, design and review solutions to non-routine enquiries and complaints.

**PROGRESSION TO GRADE 10 WILL NOT BE AUTOMATIC AND IS LIMITED SUBJECT TO AVAILABILITY OF ROLE, FUNDING AND A COMPETITIVE SELECTION PROCESS**

**IN ADDITION AT GRADE 10 THE POST HOLDER WILL:**

- Provide operational leadership and oversight on complex case work, coach/support junior officers to progress and problem solve
- Work with partners to develop new ways of working, improve services and assist in delivering wider Council priorities to improve multiple key outcomes residents.
- Assist the Neighbourhood Team Leader in managing operational caseloads and reviewing case file and legal case work.
- Become a key point of contact for other key services such as Police, Fire Brigade, repairs contractors, major works contractors and other services on behalf of the neighbourhood

team.

- Support the Neighbourhood Team Leader in monitoring income recovery for the Neighbourhood team, highlighting areas of concern and assisting in developing solutions and overseeing their implementation.

#### **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):**

- Tenants
- Leaseholders
- Support services (including legal, finance, benefits, social care etc.)
- Housing (Prevention)
- Third party advocates (e.g. solicitors and voluntary organisations)
- Resident associations and active citizen groups
- Contractors and service providers
- Senior managers/Councillors

#### **AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

- Recommending 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 (at grade 10)
- Providing operational leadership to Neighbourhood Officers to assist and support the delivery of outcomes (at grade 10)

## Person Specification

**Key criteria – applicants need only address points with \* please give examples.**

### **ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES**

- 1) \* **Customer Care** - Excellent customer care skills.
- 2) \* **Teamwork** – Ability to work collaboratively with colleagues to achieve positive outcomes.
- 3) \* **Equality & Diversity** - Understanding of the principles of equality and diversity, ability to apply them to service provision, respecting confidentiality and the dignity of others.
- 4) \* **Communication** – Ability to communicate effectively with a range of stakeholders, both orally and in writing.
- 5) \* **Interpersonal and negotiation skills** - Ability to influence and negotiate with stakeholders, maintaining constructive relationships.
- 6) \* **Partnership** – Ability to work in partnership with other agencies to deliver the best outcome for the customer.
- 7) \* **IT Skills** – Ability to work confidently with IT software packages – e.g. Microsoft Word, Excel.
- 8) \* **Initiative** - Ability to manage and direct own workload and act on own initiative
- 9) \* **Results Focus** - Ability to set standards for self and team, prioritising and delivering work within tight deadlines.
- 10) \* **Problem Solving** - Ability to deal with challenging situations, applying innovative solutions to arrive at the best outcome for the customer in line with Ealing Council values and objectives.
- 11) \* **Development** – Takes personal responsibility for actions and outcomes, addressing issues and problems immediately, seeking support when necessary and continually striving to improve own performance and development.

**IN ADDITION AT GRADE 9 THE POST HOLDER WILL DEMONSTRATE**

**12)Change Orientation** - Ability to champion service developments gaining commitment and input from colleagues

**13)Leadership** – Ability to lead by example, sharing knowledge and experience with colleagues to guide their development

**IN ADDITION AT GRADE 10 THE POST HOLDER WILL DEMONSTRATE**

**14)Operational oversight** – Monitor operational caseloads, reviewing complex matters and providing leadership in relation to delivering outcomes.

**15)Partnership development** – Take a leadership role in developing and maintaining partnership relationships, representing the neighbourhood cluster at meetings

**16)Change Orientation** - Ability to lead on and champion service developments gaining commitment and input from colleagues

**ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION  
(e.g. HCPC)**

- Experience of delivering customer care to a diverse community.
- Sufficient housing management experience to feel confident delivering a range of housing services to residents across varied tenure types.
- GCSE qualifications or equivalent, grade A-C (English and Maths) or relevant experience

## Values & Behaviours

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