

<b>Role Title</b>	<b>Place Officers</b>
<b>Job Family</b>	<b>Resident Services</b>
<b>Competency Level</b>	<b>All Colleagues</b>
<b>Pay Range / Scale</b>	<b>Indicative SO2</b>
<p><b>Purpose</b></p> <p>The role of a Place Officer is a crucial for customer satisfaction – by looking after our estates and communal areas, we can create communities that people are proud to live in. The role is a blend of managing the day job and supporting Tenancy Officers as well as the Tenancy and Place Managers to provide the highest quality service for our tenants.</p> <p>The Place Officer is part of a team of highly trained professionals to provide an effective and customer focused estate safety and improvement service. They support and assist residents to comply with the terms of their tenancy and lease agreement, building strong customer relations to increase satisfaction with their home and local environment. They will also aid in the development of customers being active members of their community.</p> <p>This is achieved by delivering high levels of customer satisfaction to council tenants and leaseholders for the managed services, building safe communities with proactive and consistent service delivery.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	<p>The service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	<p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete and relevant information / records / reports are provided for internal and/or external use.</p>
Develop specialist documents / materials / activities to support / promote the service area.	<p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned and effectively targeted.</p>
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p> <p>Customers are satisfied.</p>
Maintain information systems which support the specialist area.	<p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p>

Contribute to the development of these systems.	
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

<b>Job Specific Accountabilities:</b>	<b>End Results/ Outcomes</b>
Keeping the estates and communal areas of Waltham Forest clean, tidy and free from any litter, graffiti, or fly-tipping. This includes regular inspections of our estates, playgrounds, and independent living schemes	Estates are places that tenants are proud of and feel safe to live in.
To represent the Council to residents, members of the public and outside agencies and form effective working relationships.	Customers and stakeholders of Waltham Forest are confident that they receive the best service.  Services and customers work together to achieve outcomes
To work as part of a frontline team, providing advice and assistance to the community.	Customers are provided with the best possible advice and support

Carrying out estate management work to support safe and sustainable communities.	Estates are safe and customers have pride in their community
Act as community engagement champion for a defined area and work with the Housing Engagement and Housing Insight & Service Improvement Team to ensure tenants are able to influence and scrutinise the services, they receive	Residents are at the heart of the decision on what matters most to them  The best possible environment is created for community involvement in estate improvement.
Organise, co-ordinate and carry out estate inspections and work with involved residents to achieve and maintain excellent management standards, identifying opportunities to improve estates and the provision of services, to deliver a cleaner, greener and safer environment to improve quality of life.	Efficient and effective working is achieved as actions are targeted to issues causing highest levels of dissatisfaction within communities.  Action plans for High Priority Estate Inspections are produced and implemented.  The caretaking and grounds maintenance and pest control services provided by Commercial Services are effectively monitored.  Communal repairs are reported and completed quickly.
Identify estate and general improvements in consultation with residents including estate champions/stakeholders, liaising with other Housing staff to ensure that the improvements are delivered.	Consultation meetings with relevant stakeholders held.  Suggestions for Environmental Improvements made in conjunction with residents, Councillors, Police and any other such partnering agencies.
Carry out a weekly and monthly schedules of fire safety checks, identifying risks and reporting and resolving issues through agreed procedures and processes.	Blocks/estates are well managed and safe and risk of harm is minimised.
Manage and enforce policy on items in communal areas, ensuring items are moved and communal areas comply with fire safety guidelines	Resident safety is maintained, and fire escapes kept clear.  Fire regulations are followed and risks reduced.
Process all tenancy services' actions from Fire Risk Assessments, including Notice of Deficiencies, ensuring these are resolved within target deadlines.	Resident safety is maintained. Fire regulations are followed, and risks reduced.
Report repairs, crime, fire risks, anti-social behaviour, subletting	Maintains council housing stock being used to house those in need.

and vulnerability issues that come to your attention through the course of your duties to relevant officers, departments and statutory bodies	Safeguarding of vulnerable tenants is priority and ensures it's the responsibility of all.
To prepare responses to correspondence, member enquiries, informal and formal complaints positively in partnership with other staff. To identify any improvements to systems that can be learnt from complaints and recommend appropriate action to the Tenancy Manager.	Customers and Members receive high quality, timely responses.  Learning is taken on board and improvements made to the service.
Any other duties or responsibilities reasonably requested by management	

### Nature of Contacts

Key contacts are internal and external customers/stakeholders

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

### Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

## Key Facts and Figures

### Resourcing

**Budget Responsibilities: None**

**Supervisory Responsibilities: None**

### Knowledge, Skills and Experience

Knowledge of Fire, Health and Safety legislation and procedures, and an understanding of its practical application in the workplace and in relation to residential settings.

Understanding of individual risk, from person-centred perspective, particularly in relation to fire safety.

Able to demonstrate good administrative and organisational skills, especially in the context record keeping and case management.

Able to manage a complex workload and demonstrate experience of using the various tools to deal with tenancy breaches.

Knowledge of current housing and public sector issues.

Able to balance the needs of all key stakeholders and the ability to explain complex decisions taken by the service in a clear and concise manner.

Recognises confidential and sensitive information and handles discreetly and with tact.

Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers

Ability to draft and write complex correspondence and reports

Excellent oral and written communication skills.

High level of IT skills working with a data base (Northgate) and software applications to produce letters and reports effectively

Ability to ensure all work/actions is updated on system and uploaded on house files to enable excellent record keeping

Able to work effectively as a member of a team and to contribute to cross team management of our estates.

Commitment to high standards of customer care and the ability to deal sensitively with a

wide range of customers.

### **Indicative Qualifications**

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.  
Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.