

Role profile

Job Title:	Neighbourhood Housing Officer	Grade:	8/9/10
Department:	Resident Services	Post no.:	
Directorate:	Housing & Environment	Location:	Various

Role reports to:	Neighbourhood Team Leader
Direct reports:	n/a
Indirect reports:	n/a

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

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

- 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

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and 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) and experience

1. Experience of delivering customer care to a diverse community.
2. Sufficient housing management experience to feel confident delivering a range of housing services to residents across varied tenure types.
3. GCSE qualifications or equivalent (including English and Maths)

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.