### Job opportunity



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| **Salary:****Location:****Contract Type:****Contractual hours:** | £42,426 per annumPermanent37 Hours per week  |

## Origin – shaping communities; building lives

Origin exists to make change happen for the good of communities. We help people by providing affordable homes – but that’s not enough. We support vulnerable residents to lead happy and better lives. We empower our staff to take action and rise to every challenge with ‘can do’ positivity.

Good people are the future of our innovative, working community. We have placed a brand new and exciting ‘People’ strategy at the heart of our culture – to support training and personal development, to deliver our values, to move Origin forward.

## Our vision for this role

We’re looking for a committed and motivated person to be responsible for delivering a proactive, high quality customer focused and efficient neighbourhood property management service to Origin’s residents, managing all general needs properties and schemes, resolving issues at the point of first contact, ensuring value for money service to our customers. Working collaboratively with other teams to ensure the delivery of a seamless customer service, providing an exceptional customer experience. to our organisation.

You are organised and confident in your approach and have experience in handling challenging and high profile anti-social behaviour cases.

This is a great opportunity for applicants to make a difference in what is a very challenging time for everyone. This role calls for a high degree of initiative, judgement, compassion and management skills.

## What you’ll do

This is a rewarding and exciting position – responsible for building relationships and trust both internally within your Origin team and externally with the community you serve.

At a glance you will:

* Manage and resolve any tenancy and estate management issues
* Act as a central point of contact for all resident queries
* Managing all resident schemes
* Liaise with all departments to make sure you and your residents are up to date and help implement any procedures or changes
* Completing Fire Risk Actions assigned to the Neighbourhood Manager
* Monitor and manage ASB cases and working in strong partnership with our external partners to resolve them.
* Managing new developments handovers

## What you’ll need

* Previous experience in a Neighbourhood, Housing or Property Management Setting.
* Previous Housing Sector Experience
* Experience of setting up and maintaining successful partnerships.
* You’ll need to be a confident communicator across all channels but, specifically, you’ll need experience of producing written correspondence for a variety of audiences.
* You need a full driving licence and own your own vehicle

## Tell us your story

We are looking forward to learning about you. Please help us get to know you by sending your latest CV and covering letter detailing how your experience meets the role above. To find out more about us simply visit **www.originhousing.org.uk**

Please note we will be asking for satisfactory references and DBS check. Successful applicants for interview will be contacted within seven days after the closing date.

## Benefits for the right person

We reward our people for the work they do. We appreciate commitment, initiative and going the extra mile. At Origin, our comprehensive range of benefits care about the ‘whole’ person. As well as offering you great-to-have discounts, we look after your health and well-being too – personalising your benefits package to you. We offer:

* Access to a range of discounts on services, products and experiences. Not simply picked at random but personalised to you
* Tailor-made Healthcare plans and/or insurance plans – let us know your preference
* An Employee Assistance Programme that supports your well-being and is there to provide valuable help at all times
* A choice of rewards that you choose where to spend
* An Awards recognition scheme that champions individual achievement

See our new benefits portal where you can select the options that suit your lifestyle.

**Closing date: 2nd June 2022**

**Interview and assessment date: 20th June 2022**