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What is the role?	Neighbourhood Team Manager
Responsible for:	Neighbourhood Team
Reports to:	Head of Housing

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 an exciting 'People' strategy at the heart of our culture – to support training and personal development, to deliver our values and to move Origin forward.

We describe this new approach as OWOW: Origin Ways of Working. OWOW is about meeting business outcomes, you'll enjoy greater autonomy over how you deliver your role, how you manage outputs and when you spend time at work, allowing you to benefit from any productivity gains in the course of delivering your role.

This shift in culture will be built on a mature and mutual relationship of trust between managers and yourselves, ensuring we live up to one of our key values of Build Trust. By working with this new relationship model we can aim toward focusing on 'outputs' and not 'outcomes'. Space is allocated to 'activities' and not 'individuals' by providing a range of flexible working options that benefit both customers and staff. As a result your work can take place at the most effective location and at the most effective time. Put simply, flexibility becomes the norm rather than the exception. This is the new Origin Housing way of working.

The opportunity

To lead and take overall responsibility for the delivery of a high standard of customer service across the Neighbourhood Management Team, ensuring the delivery of a proactive, efficient, innovative and value for money service to our customers. To work collaboratively to ensure the delivery of a seamless Neighbourhood Management Service for our customers, whilst inspiring colleagues to provide an exceptional customer experience

What you'll do

Take the lead

- To lead the operational performance of the Neighbourhood Management Team with responsibility for the overall effectiveness of our customer service offer/standards whilst improving customer satisfaction, by ensuring the team act as a central point of contact, offering a 'one stop shop' for customers.
- To lead and be responsible for the delivery of the management of properties including, general needs, market & intermediate rent and hospital sites/accommodation, ensuring that our neighbourhoods, properties and tenancy services are managed effectively and efficiently, exceeding operational performance (KPIs). With overall responsibility for ensuring compliance to all legislation, regulation or contractual obligations.

Bring People together

- Work collaboratively with other leaders across the business to ensure end to end customer processes work effortlessly, and build a culture of one team, promoting Origin values and our brand, and role modelling the required culture and behaviours. As a leader you will implement a high performance culture within the team, which has the customer at the heart of service delivery and that you will challenge and hold colleagues to account.
- Drive a continuous improvement culture across the team, ensuring a high quality service is being provided to all customers and stakeholders, and that we are accountable to our residents, whilst ensuring that customer expectations are met/exceeded.
- Provide technical support, professional guidance and training to the Neighbourhood Management Team and wider business, using your knowledge of legislation, regulatory standards, good practice to inform sound decision making.
- Ensure regular liaison takes place with the Rents & Service Charge Team to review service charge expenditure against the budgets, picking up on variances and ensuring these are communicated to residents.
- Ensure the Neighbourhood Management Team lead on arranging and attending resident liaison meetings to discuss estimated budgets, actual accounts and any other relevant consultation
- Ensure the team are effectively managing all tenancy processes, ensuring all statutory timescales are met & that we are recharging costs for services where appropriate.
- Understand what it means to be a great landlord, build and sustain thriving and cohesive neighbourhoods by ensuring the team are successfully managing multi-tenure schemes, including tackling Anti-Social Behaviour.
- Be the champion for ASB across the organisation, ensuring the teams manage all ASB in line with policies and procedures, with positive interventions and effective case management.
- Embed a resident involvement culture within the team, ensuring the team are championing on behalf of the resident, being proactive with customer engagement (and having a visible presence on schemes), liaising with the Community Development Team and key external stakeholders including the police and safer neighbourhood teams in order to provide a high quality service.
- Work closely with colleagues across the business to design and implement service improvements, ensuring a smooth handover between the Customer Resolution Team and operational service delivery, providing a seamless response to customer enquiries.

Come forward with a can-do attitude

- To ensure Neighbourhood Managers deal with issues at the first point of contact wherever possible, working in partnership with other colleagues, services and organisations.
- To ensure the team achieve all targets and objectives, including fire risk actions and PEEPS, and to carry out audit checks for quality of service provision e.g. monitoring performance and responses on customer relation management system.
- Work closely with and develop partnerships with other agencies, stakeholders and colleagues to deliver a service consistent with customers' changing needs.
- Identify and deliver service and systems improvements to enable our customers to access our services in a way which is tailored to them, including digital/online platforms.
- To work with the Business Improvement Team to capture customer insight data, driving service improvements.
- In conjunction with the Head of Housing, review, approve and monitor neighbourhood improvement funding/spending to carry out improvements to estates which will have a real impact for residents.

Give your time

- To lead or take an active role on all new systems and process development and implementation for use in the neighbourhood management service to ensure best efficient working and the best outcome for customers and staff.
- To lead on contact with the Development Team, ensuring the Neighbourhood Management Team are engaged in the development process from day one, establishing early design/service principles on new schemes and developing robust management plans for these, and that new schemes are operationally sustainable and meet the needs of our customers.
- Represent Origin at Court as required, ensuring any potential financial implications and risks are highlighted to Senior Management, and that learning outcomes are acted upon and embedded to improve the service.
- Review, maintain and develop appropriate policies and procedures according to case law and legislation.
- Lead on formal complaints/MP enquiries and provide responses in line with the complaints policy and procedure, ensuring any learning outcomes are taken on board within the team.

Go the extra, extra mile

- To deputise for the Head of Housing Services as required.
- To carry out any other duties relevant to the role.
- Provide effective leadership and support for staff, ensuring focus on targets, objectives and values
- Monitor and regularly review the performance of staff and teams, working with them to improve performance, efficiency and innovation to achieve Origin's vision and business plans.

- Contribute to effective departmental working and provide training and appropriate cover for colleagues as required
- To comply with all Origin's policies, procedures, financial regulations and standing orders.
- Support your own development by attending training events and seminars as required
- Comply with the group's health and safety policies
- Comply with the group's Code of Conduct by behaving in a professional manner at all times
- Demonstrate commitment to valuing diversity and upholding the group's Equality and Diversity strategy and policy at all times

What you'll need

Knowledge/Qualifications:

- A Level or equivalent qualification and/or relevant experience
- Qualification in housing related field or management qualification (desirable).
- Expertise in housing/tenant and landlord legislation & best practise.
- Advanced understanding of anti-social behaviour legislation and good practice.
- Knowledge of leasehold legislation A/I/T

Experience:

- Extensive experience of working in a Neighbourhood management setting at Management level.
- Experience of leading a team through a change period.
- Experience of service charge management.
- Experience of development and managing new builds
- Experience of managing staff, delivering effective services for the team, achieving and exceeding targets where possible
- Experience of delivering excellent customer services
- Experience of building and sustaining positive and effective partnerships
- Experience of resident involvement and/or community investment work
- Experience of policy & procedure development and review
- Experience of negotiation and mediation to achieve a successful outcome
- Track record in improving services and performance
- Ability to analyse and manipulate data and reports, and understand
- Extensive Experience of managing and/or dealing with antisocial behaviour

Technical Skills/Competencies:

- Advanced understanding of current fraud trends, early warning signs and prevention methods.
- Proactive approach to understanding customers' needs and taking effective action to deliver excellent services
- Able to deal calmly and effectively with challenging situations and people
- Self motivated and able to work autonomously with minimal supervision
- Ability to use own initiative and judgement, in a high pressured environment.
- Capable of delivering results to a high standard and within tight deadlines

- Excellent numeracy and analytical skills and able to prepare statistical information and reports accurately.
- Excellent verbal and written communication skills in order to communicate effectively with a range of audiences
- Willingness and ability to learn new systems and processes
- Negotiating and influencing skills and collaborative working
- Successful planning/organising and project management
- Commercial awareness and approach
- Highly self aware, self motivating and committed to leading a highly performing team.
- A strong team player, flexible in your approach and open to change.
- A positive approach to work and a willingness to take responsibility for own actions.
- Flexibility of working hours to meet deadlines where appropriate and prepared to attend evening/weekend meetings.
- Ability to respond to occasional out of hours emergencies
- A flexible approach and a willingness to provide cover involving travelling to other offices and mobile working across a wide geographical area.
- Practical understanding of equal opportunities issues and commitment to valuing diversity

Do you share our values?

The ideal candidate will work in conjunction with the Head of Governance and Assurance to ensure a consistent and evidence based process for the development, approval, review and management of all our policies and procedures. This is a rewarding and exciting position, responsible for building relationships and trust internally within your Origin team.

Additionally, we would like you to:

- Support your own personal development by attending training events
- Comply with the Association's health and safety policies
- Comply with the Association's Code of Conduct by behaving in a professional manner at all times
- Demonstrate commitment to valuing diversity and upholding the Association's equal opportunities policy at all times

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. We have outlined the key behaviours and values we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on all these elements at various stages throughout the selection process. You can find out more about us by simply visiting 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.

Thank you for your interest in Origin.