

## Role profile

**Job title:** Senior Neighbourhood Officer

**Reports to:** Head of Operations

**Responsible for:** Neighbourhood Coordinator. You may also, on occasion be asked to direct the work of temporary staff.

### OVERVIEW OF THE ORGANISATION

Lambeth and Southwark Housing Association (LSHA) is committed to providing responsive, consistent, high quality housing services. The Association promotes and supports the security, rights and well-being of its diverse group of tenants and seeks to ensure active and meaningful tenant involvement at all levels.

### OVERVIEW OF THE ROLE

As our Neighbourhood Officer, you will deliver high-quality housing and tenancy management services. You will maintain a highly visible and accessible customer-focused housing service to tenants and ensure that housing standards are met. You will be responsible for assessing housing needs, and void management processes, maximize income through effective rent arrears, ensure communal areas are maintained in line with service standards and contracted specifications.

### OUR VALUES

Our values are central to how we work:

#### ACCOUNTABILITY

We are open and transparent and work collaboratively taking both personal and collective ownership for delivering actions and results.

#### CREATIVITY

We embrace innovation and new ideas to help us achieve excellence. We are ambitious for our association.

#### CUSTOMER DRIVEN

We know our tenants and we listen, consult and engage with them to ensure they are at the heart of everything we do and feel empowered to lead the best lives they can.

#### OWNERSHIP

We 'do the right thing' for our customers and colleagues. When taking difficult actions, we are balanced, thoughtful and compassionate.

#### INCLUSIVE

We celebrate and draw strength from our differences. We build mutually beneficial long-term relationships and respect with our customers, staff and other stakeholders.

## **DUTIES AND KEY RESPONSIBILITIES**

### **Tenancy Management**

1. To manage caseload with full tenancy responsibilities, advise tenants of their obligations and rights under their tenancy agreement.
2. To provide support and guidance to tenants, addressing their concerns and ensuring compliance with tenancy obligations
3. To lead on and proactively address and resolve issues with all cases of anti-social behaviour (ASB), hate crimes, harassment and neighbour disputes.
4. To deal with breaches of the Tenancy Agreement and requests for succession and assignment of tenancies, in line with LSHA's policies and procedures.

### **Income Management**

5. To effectively manage and recover current rent and service charge arrears in line with LSHA policies and procedures.
6. To provide tenants with advice on and assistance with welfare benefit issues, signposting them to other agencies for help where appropriate.
7. To produce monthly arrears reports for the Head of Operations.

### **Legal Action**

8. To initiate and pursue legal action to deal with breaches of tenancy.
9. Handling successions, assignments, mutual exchanges and legal matters, including preparing statements, attending court proceedings, resolving disputes and addressing property damage issues.

### **Lettings and Allocations**

10. To conduct pre-void inspections of properties and ensure that tenants follow the correct procedure for ending their tenancy.
11. To inspect and raise works orders for minor voids prior to letting.
12. To ensure all properties are promptly let in accordance with policy.

### **Repairs and Maintenance**

13. Conducting regular inspections to assess property and scheme conditions, identify maintenance needs and ensure compliance with regulations.
14. To raise works orders noted on home and estate visits or reported to you by tenants.
15. To liaise with the Maintenance Team to ensure the upkeep and maintenance of communal areas of housing schemes and individual street properties
16. To conduct fire alarm tests and fire door and emergency lighting checks, in line with LSHA's policies and procedures.

### **Tenant Involvement**

17. To promote tenant involvement opportunities and support and encourage tenants in the Association's initiatives, including community investment.
18. To arrange and attend tenants' meetings and forums as required and assist with tenant consultation.
19. To participate in service delivery reviews, co-ordinating tenant feedback, researching alternative options, and monitoring and reviewing service delivery standards.
20. To contribute to the content of LSHA's website and newsletters.

### **Partnership Working**

21. To liaise with local and statutory authorities, other housing associations and voluntary agencies as appropriate.
22. To represent the Association at external meetings, as and when required.

### **General**

23. To prepare and provide statistical reports on key performance indicators such as rent arrears, void turnaround times and ASB.
24. To contribute to the fulfilment of the Association's Corporate Strategy.
25. To comply with LSHA's organisation policies and code of conduct, and work within the ethos, values and aims of the association.
26. To undertake other duties as necessary and as directed by a member of the management team which are commensurate with the role.

### **PERSON SPECIFICATION**

We are looking for someone with:

- *Customer service orientation*

An understanding of serving and supporting the Association's tenants to meet their needs.

- *Personal Impact and Influence*

Aware of impact and appropriateness of own personal style. Able to persuade and negotiate with others to achieve desired results.

- *Teamwork and cooperation*

Fosters good professional relationships with tenants, colleagues, contractors, consultants and board members.

- *Planning, Organising and Achieving*

Ability to think ahead, plan, prioritise, schedule activities and monitor outcomes to maintain high levels of productivity.

- *Personal development*

Self motivated and able to contribute to a culture of continuous improvement.

- *Integrity*

Able to maintain appropriate values in all work activities.

- *Computing and IT skills*

Good Microsoft office skills and experience of housing management software.

- *Problem-solving skills*

Able to use problem-solving skills to handle difficult or unexpected situations.

- *Adaptability and flexibility*

Able to adapt to changes in processes and work with new technology and software packages.

You will need:

- To be educated to A level standard or equivalent (Essential).
- At least five years' experience of working in social housing (Essential)
- Up to date knowledge of housing legislation, procedure and practice (Essential)
- A minimum of Level 3 in Housing Studies, or a willingness to work towards it (Essential)
- Experience in income maximisation (Desirable)

- Membership of the Chartered Institute of Housing (Desirable)

This does not form part of your contract of employment and can be amended from time to time as the organisation requires.