

## ROLE PROFILE

<b>Department:</b>	Customers and Communities - Neighbourhoods
<b>Job Title:</b>	Neighbourhood Housing Officer
<b>Key Skills Required:</b>	A highly motivated and adaptable individual who is dedicated to providing a high standard of service to customers and partnership agencies. You will have excellent interpersonal and communication skills allowing you to liaise effectively with customers, team members and external agencies alike.
<b>Job Purpose:</b>	A Neighbourhood Housing Officer is required to provide a housing management service to approximately 550 properties in the Birmingham area. Experience in general housing management is essential along with experience in handling ASB complaints. You will provide a high quality service through being proactive, effective and customer focused utilising internal and external partnerships to achieve this.
<b>Reporting to:</b>	Neighbourhood Team Leader

### Key Responsibilities and Accountabilities

To deliver excellent neighbourhood management services to a portfolio of customers in mixed tenure communities, ensuring adherence to Midland Heart policies and procedures.

To form effective relationships with customers to maximise the duration of their tenancy from sign-up to termination, and to work in partnership with them to shape, develop and continually improve services and achieve agreed targets.

To improve the organisation's local knowledge and influence through networking and development of links with other agencies operating in the area.

To adopt a flexible, co-operative and innovative approach to your areas of responsibility, supporting the work of your team and other colleagues throughout the organisation. To agree personal targets within the performance management framework for the OBU.

To ensure that customers receive a co-ordinated and comprehensive service.

To use IT systems to keep accurate records of all actions taken, and to produce statistical analysis, returns and reports as requested.

To present a positive and professional image of Midland Heart.

To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.

## **Portfolio management**

Take a proactive approach to overseeing the management of voids and tenancy terminations.

Ensure that vacant properties are let with minimal rent loss.

To sign-up new customers in accordance with procedures and ensure they are familiar with their tenancy rights and responsibilities.

Carry out new tenancy visits within defined timescales to support customers to sustain their tenancy.

Provide accompanied viewings to empty properties.

## **Estate Management**

At agreed intervals, inspect estates, properties and other associated areas and ensure they are clean and well maintained ensuring they are attractive places to live and visit.

Carry out fire risk assessments at blocks in which you manage; creating action plans and ensuring actions are reported to the relevant department.

Liaise as necessary with contractors to ensure compliance with service standards.

Set, monitor, and manage service charges for customers to support the provision of estate services and monitor contractor performance in the delivery of those services, liaising as necessary with contractor to ensure compliance with service standards.

## **Tenancy Management**

To ensure compliance with tenancy conditions and take necessary action to resolve breaches.

Proactively manage and investigate reports of anti-social behaviour taking a complainant centered approach in line with corporate policies and procedures.

Identify and implement service improvements.

Advise tenants on their rights (e.g. successions, mutual exchanges, fixed term tenancies).

Manage the transfer process by completing transfer visits and inspections. Ensure that tenants are aware of their obligations.

Facilitate mutual exchanges ensuring the process is explained to both parties.

## **Neighbourhood Management**

In line with resident involvement strategy develop and support residents groups and attend meetings to support community and resident involvement.

To participate in events and initiatives which contribute towards community cohesion; community development and regeneration.

Have regular contact with a range of individuals/ groups (voluntary and statutory agencies and partners) working towards contributing to the well being of residents in the neighbourhood's in which we work.

Management and resolution of complaints in line with service standards.

## Person Specification

	Application	Interview	Assessment
<b>Education, qualifications and training</b>			
Good numeracy and literacy.	X		X
<b>Experience</b>			
Has housing management experience including estate inspections, investigating ASB complaints, customer home visits, and enforcing tenancy conditions.	X	X	X
Has experience of conducting comprehensive risk assessments, particularly fire risk assessments.			X
<b>Knowledge</b>			
Has good knowledge of housing law and housing management practice.	X	X	X
Ability to monitor and control devolved budgets.	X	X	
<b>Skills</b>			
Driving licence and use of an insured vehicle for work use.	X		
Able to use various IT systems and good keyboard skills.	X		
Good numeracy skills.	X		
Excellent customer care skills, people management and interpersonal skills.	X	X	X
Good verbal and written communication skills - able to communicate clearly with colleagues, customers, and staff from other agencies.	X	X	X
Good self-organisation skills, ability to prioritise tasks and work to agreed deadlines.		X	X
Able to identify and meet the needs of a diverse range of people and understand safeguarding issues.		X	X
<b>Behaviours</b>			
Cultural sensitivity and awareness. Shows respect for and empathy with customers; consults and involves customers.	X		
Is able to work on own initiative and takes a proactive approach to role	X	X	
Able to deal with people in an assertive, fair and consistent manner.		X	
Able to work occasional evenings and weekends.	X		
Understanding of and commitment to the principles of equality and diversity.		X	