

Job Description and Person Specification

Job details

Job title: Senior Neighbourhood Housing Officer

Grade: 6

Reports to: Housing Services Manager

Responsible for: 1st Class Customer Services

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Services

Purpose of the job

The post holder will provide advice and support to a group of employees within the Housing Service.

Managing a small patch of properties over a defined geographical area and leading on complex issues the post holder will deliver front line housing management services to NNC tenants and leaseholders and support the Housing Managers to ensure a first class customer focussed service is delivered including income collection and arrears recovery, tenancy and leasehold management, customer engagement and involvement, unacceptable behaviour, customer support services, estate caretaking and management, enforcing tenancy conditions and reletting empty properties and garages.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the Housing Management Team, and the post holder may be required to deputise for other Officers and the Housing Manager in their absence.

Principal responsibilities

1. Role Responsibilities

The post holder will be expected to:

Lead by example, motivate, mentor and provide effective, training, support and guidance to all team members.

Demonstrate authenticity, integrity, resilience, and compassion to both team members and customers.

Champion the highest standards of behaviour and professionalism across the team.

Work closely with and assist the Housing Managers during a recruitment and selection process.

Deliver exceptional, proactive solution driven and responsive services.

Be responsible for completing new employee training and development plans and identify any training and development gaps, to ensure the team has the requisite levels of knowledge, skills, and competency to perform their roles.

Be responsible for health safety and wellbeing of all team members including the operational monitoring lone working devices.

Ensure the “Safeguarding” of all residents in accordance with NNC’s reporting procedures.

2. Housing Tenancy and Income Management

The post holder will be expected to:

Housing Management:

Undertake all of the tasks of a Neighbourhood Officer including but not limited to income collection, taking account payments, home and property visits, applications for tenancy changes, mutual exchanges, property alterations, OT referrals, home move assistance recommending approvals and refusals, Tenancy reference requests, emergency accommodation solutions, unacceptable behaviour

reports, promoting seeking alternative accommodation options, and gaining access to homes for tenancy audits, inspection and compliance purposes.

Income Management

Ensure that prompt and appropriate contact is made with customers who fall into arrears of rent and/or other charges, making full use of all available support options and communication methods to prevent arrears escalating, recover debts due and prevent a homeless situation occurring.

Properties Voids:

Undertake a range of tasks including, property advert production, verifications, viewings, signup processes, and welcome meetings in relation to reletting empty properties.

Estate Management:

Resolve identified fire risk issues and enforce NNC's Fire management in blocks policy as required. Assist the Housing Manager to develop neighbourhood action plans in collaboration with residents and other stakeholders and implement actions and monitor outcomes. Undertake and lead regular estate walkabouts and block inspections, identifying and resolving actions and issues. remain informed

Administration:

Respond record and update contact records to reflect actions taken or advice guidance and assistance offered. Prepare draft responses for approval to enquiries and provide information to the Housing Manager in relation to Stage 2 complaints, elected Member and MP enquiries relevant to the service area they are responsible for.

Senior Role Responsibilities:

Line manager a team of Housing Assistants and Caretakers

Assist the Housing Manager to review, write and develop policies and procedures, forms and templated letters.

Ensure a consistent, customer focused service is delivered to all the councils' customers by responding to contact requests and enquires with accurate advice and assistance in a timely manner.

Provide advice, guidance and support to team members and lead on contentious or complex cases.

Review all paperwork for court possession applications in relation to serious tenancy breaches ensuring every action and level of intervention has been considered and undertaken which may prevent homelessness.

Process and co-ordinate enquiries and complaints and draft responses to complaints (including Elected Member and MP enquiries FOI's and SAR's) relevant to the service area.

Act as an administrator for House Exchange, including making applicants live on the database and reviewing dormant entries.

Be responsible for updating Staff Alert Register entries, revision, reviews and deletions.

Be actively involved in the operational activities related to tenant engagement and involvement and consultation exercises.

Monitor service improvement plans to:

- Undertake Tenancy Reviews and Property Inspections
- Undertake Estate based Walkabouts and Inspections
- Inspect non serviced communal areas in blocks of flats for Health, Safety and Compliance purposes.
- Carry out planned Intensive Housing Management visits
- Improve Income collection rates

Be responsible for health safety and wellbeing of team members including monitoring the use of lone working devices.

3. Performance Management and Service Improvement

The post holder will be expected to

Produce, provide, collate a range of performance information and data in relation to individual and team performance which identify trends and areas requiring focus.

Be responsible for continuous service improvement and improved customer satisfaction levels by delivering on identified priorities in the housing service and transformation plans or projects.

Be involved in the implementation of agreed improvement plans following reviews, inspection or any internal or external audits of the services.

4. Team Working and Relationships

The post holder will be expected to

Make a positive contribution to the Housing Management Service by active involvement in meetings.

Ensure the service area has a strong and effective relationship with other services within the organisation by contributing to the development and implementation of cross cutting initiatives in line with the council's cultures and values.

Internally: Finance, Leasehold and Sheltered housing teams Housing and Property Service team, Allocation and Solutions teams, Adult Social Care, Legal Services, Elected Members, Housing Manager and other colleagues and managers from across the council.

Externally: Wide network of contacts from within the public, private, voluntary sectors at local levels including the Police, Fire & Rescue Service and Ambulance teams, Health professionals, DWP, CAB, Court Officials, customers, stakeholders, RSL's charities, tenants groups/ forums and resident associations.

5. Key Accountabilities

The post holder will be accountable for:

The completion of key performance reports.

The management of council owned or leased housing, stock across a defined area.

Proactively identifying and reporting any area of financial loss and risk and reputational damage by ensuring that lines of accountability are clear and well understood across the team.

Final Draft 12.6.25

Representing or deputising for the Housing Manager as required.

6. Miscellaneous Requirements

Any other corporate duties as reasonably required, including but not limited to briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the authority.

Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

Maintain an up-to-date knowledge of best practice in the field of housing management to maximise opportunities for continued service improvement.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If there are any other special features of the job that need to be in the job description, please indicate them here.

An allowance is payable to the post holder for mileage claims essential for business purposes.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to A level Standard (min 2) Hold a relevant housing qualification (CIH Level 3/4 Diploma or equivalent) or show an equivalent capability.	CERTCIH – Membership
Experience and Knowledge	Experience of working with a local authority or registered provider or a similar role. Experience of managing a staff team min 5 years Knowledge of the housing legislation, regulation and case law	Experience of working effectively in partnership with a range of stakeholders.

Attributes	Essential criteria	Desirable criteria
	Experience of managing and prioritising own workload often without regular supervision.	
Ability and Skills	<p>Customer focussed and solution driven</p> <p>Effective partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Excellent interviewing and negotiation skills to achieve solution-focused outcomes</p> <p>Ability to explain complex matters clearly to a wide range of customers staff and colleagues</p> <p>Able to produce clear, concise, and persuasive written letters</p> <p>Ability to be proactive and use initiative to drive forward improvements within the team and across the service</p> <p>Excellent IT and keyboard skills</p> <p>Excellent communication skills over several disciplines</p> <p>Ability to successfully operate in a multi-disciplinary and multi-functional environment</p> <p>Personal Qualities: Friendly Enthusiastic</p>	

Attributes	Essential criteria	Desirable criteria
	Trustworthy Motivated Hardworking	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Full driving licence and access to a vehicle for work Willing to work outside normal office hours as necessary This post is subject to a DBS check	