



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Neighbourhood Housing Officer

Grade: Grade NNCBAND05 SCP11-13

Reports to: Housing Services Manager

Responsible for: Delivering 1ST Class Services

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

Purpose of the job

Reporting to the Housing Manager the post holder will deliver front line housing management services to NNC tenants and leaseholders.

The post holder will offer a first-class customer focussed tenancy management service including but not limited to tenancy and leasehold management, income collection and arrears recovery, unacceptable behaviours, ASB and support services, customer engagement and involvement, estate management, enforcing tenancy conditions and reletting empty properties.

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 will deputise for other Officers in their absence.

Principal responsibilities

1. Role Responsibilities

The post holder is expected to:

Ensure a consistent, customer focused service is delivered to all the councils' tenants and leaseholders by responding to contact requests and enquires with accurate advice, support, guidance and assistance in a timely manner to help them make informed choices about issues or concerns they raise.

2. Managing Tenancies Properties and Estates

Tenancy Management

The post holder is expected to:

Undertake a range of home and property visits including settling in visits, periodic tenancy reviews and property inspections, abandoned property reports, pre-void inspections and warrants of entry.

Process applications for tenancy changes, mutual exchanges, property alterations, home move assistance recommending approvals and refusals

Respond to tenancy reference requests.

Assist the Housing Manager with arranging emergency accommodation for tenants, where properties have been damaged by fire or flood or deemed uninhabitable.

Address unacceptable behaviour reports utilising early intervention techniques and enforcing tenancy conditions when appropriate.

Identify customers in need of additional support to sustain their tenancy and make appropriate referrals for assistance.

Promote the Council's incentive to downsize and support scheme for tenants who are under-occupying or require a home adapted to assist with a disability and help them move to suitable accommodation.

Identify tenants who would be suitable for House Exchange and liaise with them on an individual basis to promote the scheme and develop a tailor-made solution to meet their home move needs.

Work jointly with colleagues in the property team to gain access to homes for inspection and compliance purposes.

Properties Voids

The post holder is expected to:

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

Estate Management

The post holder is expected to:

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 and attend in community days of action/ clean, take responsibility for actions required to resolve issues identified, feeding back to tenants, leaseholders and residents ensuring they remain informed.

Manage breaches of garage licensee conditions taking appropriate action to resolve issues highlighted and undertake evictions.

Income Management

The post holder is expected to:

Arrears Recovery

Ensure that prompt and appropriate contact is made with customers who fall into arrears of rent and/or other charges; and at each contact correctly identify the problem and take steps to resolve it; recording clear accurate and concise action notes in accordance with procedures.

Make regular contact with customers in arrears, making full use of all available communication methods including letters, telephone calls, texts, home visits, office interviews, e-mails, and other secure and confidential communication methods available.

Carry out effective methods of recovery of account arrears including contacting customers, interviewing and completing financial assessment, agreeing monitoring and negotiating affordable repayment plans.

Monitor compliance with court orders and attend evictions.

Promote a range of account payment options for any debts owed to NNC and take payments for all housing related accounts.

Legal Action

The post holder is expected to:

Liaise with all housing teams in line with North Northants Pre-court Action Protocol to work towards the prevention of homelessness

Prepare and serve legal notices including include Notice of Seeking possession, Notice of Termination of Introductory Tenancy and Notice of Extension of Introductory Tenancy.

Draft paperwork for approval and submit cases to the County Court for Possession hearings; prepare court files to support the possession claims, serve court papers; carry out pre-court visits and interviews to advise tenants of the action and obtain admission of facts and an updated financial assessment; and represent NNC in person at court hearings to present and defend cases.

Arrears Prevention

The post holder is expected to:

Assist customers with claiming welfare benefits they may be entitled to.

Refer customers with multiple debts complex financial problems to the Housing Tenancy Support officers.

Identify vulnerable customers who may require additional support to sustain a tenancy and work closely with other team members to agree solutions, signpost or make referrals to relevant agencies.

Administration

The post holder is expected to:

Record contacts and outcomes

Respond to contacts with accurate advice guidance and assistance

Prepare a draft response for approval to enquiries and provide information to the Housing Services Manager in relation to complaints, elected Member and MP enquiries relevant to the service area they are responsible for

3. Performance and Service Improvement

The Post holder is expected to:

Produce, provide, collate a range of performance information and data as directed by the Housing Manager.

Complete allocated tasks within acceptable timescales and meet deadlines.

To meet agreed individual and team performance targets for the tenancy related recommendations and responses.

Be actively involved with the Housing Manager in reviewing processes, procedures policies.

4. Team Working and Relationships

The Post holder is expected to:

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

Internally: Housing, Finance, Leasehold, Support and Sheltered Services teams, Housing and Property Services team, Allocation and Solutions teams, Adult social care team, Head of Housing, and other colleagues/ managers and teams from across the council

Externally: contacts at local levels including the Police, Fire & Rescue Service and Ambulance teams, health professionals, customers, DWP, CAB, County Court Officials, charities, tenants groups/ forums and resident associations.

5. Key Role Accountabilities

Delivering 1st class services to council tenants and leaseholders.

Identifying, suggesting, and implementing tailored solutions to resolve issues, concerns and complex problems.

Be responsible for health safety and wellbeing of customers and team members.

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

To identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

6. Misc Requirements

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

Maintain an up-to-date knowledge of best practice in housing management to minimize tenancy failures and 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.

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.

A mileage allowance is applicable to the post for mileage claims essential for business purposes

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Min GCSE X 5 incl Maths and English or equivalent CertCIH - Membership Achieved = CIH Qualification or Equivalent Level 3 or above.	2 A Levels Degree educated in a subject job related CertCIH - Membership Achieved = CIH Qualification or Equivalent Level 4 or above.
Experience and Knowledge	<p>Experience of working with a local authority or registered provider in a similar role. Minimum 3 years.</p> <p>Knowledge of the housing legislation, regulation and case law.</p> <p>Understanding county court possession claims procedures.</p> <p>Experience of working with people who may find themselves in difficult situations and who may have multiple/complex needs including challenging behaviours.</p> <p>Experience of managing and prioritising own workload without supervision to meet demands and targets.</p>	Experience of working effectively with housing colleagues, partners, and stakeholders.
Ability and Skills	<p>Ability to be proactive and use initiative to drive forward improvements within the team and across the service.</p> <p>Effective partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Tolerant, Patient, Firm but Fair attitude.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Excellent interviewing and negotiation skills to achieve solution-focused outcomes.</p> <p>Ability to explain complex matters clearly to achieve a positive outcome.</p> <p>Able to produce clear, concise, and persuasive written reports on complex issues.</p> <p>Good analytical skills and ability to produce and interpret statistical information.</p> <p>Ability to successfully operate in a multi-disciplinary and multi-functional environment.</p> <p>Excellent communication skills over several disciplines.</p> <p>Ability to demonstrate a tolerant, patient, firm but fair approach to managing customer services and relationships whilst maintaining a professional attitude.</p> <p>Effective cross service communication/ partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Excellent interviewing, file note taking, negotiation and compromising skills to achieve solution-focused outcomes.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to explain complex matters clearly to customers in plain English terms.</p> <p>Ability to build relationships with individuals who have multiple or complex needs.</p> <p>Able to produce clear, concise, factual and persuasive written letters and reports.</p> <p>Excellent IT and keyboard skills.</p> <p>Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Full driving licence and access to a vehicle for work</p> <p>Willing to work outside normal office hours as necessary</p> <p>This post is subject to a DBS check</p>	