

**London Borough of Lambeth  
JOB DESCRIPTION**

**Job Title:** Neighbourhood Housing Manager

**Department:** Resident Services

**Division:** Neighbourhood Housing Services

**Grade:** PO5

**Responsible to:** Head of Neighbourhood Housing

**Responsible for:** All staff within one of six Neighbourhood Housing teams with direct line management for Senior Neighbourhood Housing Officer x 2, and indirect line management for Neighbourhood Housing Officer x 8/9 and Estate Services Assistant x 2/3.

**Main purpose of post**

- To have overall responsibility for the management of Neighbourhood Housing services delivered through a team of staff to a designated Neighbourhood and be responsible for carrying out management functions in a number of key areas.
- To manage, monitor and direct a team of Neighbourhood Housing staff in a designated Neighbourhood providing a frontline housing management service to Lambeth tenants, leaseholders and other stakeholders involving casework, the investigation and resolution of service requests, enquiries, complaints and disputes.
- To undertake the annual appraisal and the mid-year review for all staff within their Neighbourhood Housing Team.
- To manage the housing casework responsible for all services and including tenancy and estate management, leasehold management, community development and liaison on major works.
- To ensure at all times the vulnerable residents offer is effectively delivered.
- To ensure at all times the maintenance to a high standard of all communal internal and external areas on estates
- To ensure there is effective liaison with Tenants & Residents Association representatives and other community groups.
- To work closely with the Tenancy Enforcement Team to tackle non-compliance with tenancy terms and conditions.
- To promote good relations, neighbourly behaviour and sustainable tenancies on housing estates.

**Key Unit Accountabilities**

**Service delivery**

1. Lead, manage and motivate a team of Neighbourhood Housing staff, ensuring regular performance audits, 1-2-1s, appraisals and use of performance management techniques to drive up performance. To participate in the recruitment and selection process, disciplinary, grievance, sickness investigations / hearings.
2. Train, or ensure that training is provided to the team including on procedures and policies, contract management, absence and other enquiry panels, use of IT systems.

3. Be responsible for ensuring that staff within the team deliver an efficient, responsive and proactive service.
4. Take responsibility for the Neighbourhood as part of the management team standing in for colleagues and liaise closely with other teams as necessary.
5. Convene regular meetings with partner agencies to agree 'actions', services and negotiating necessary improvements. Work closely with partner agencies to develop appropriate and relevant strategies.
6. To coordinate the development of estate plans, investigate and source funding streams associated with the delivery of plans and project manage the delivery of agreed priorities.
7. To be responsible and accountable for the provision of the housing management service including:
  - Regular tenancy checks
  - Investigation and resolution of succession and assignment applications
  - Recovery of property from unauthorised occupiers and squatters, and in cases where the property may have been abandoned
  - Identifying nuisance, breach of tenancy, anti-social behaviour and hate behaviour, addressing such matter and escalating to the Tenancy Enforcement Team as appropriate
  - Manage the conversion of introductory / probationary tenancies to secure tenancies
  - Investigate and authorise requests for tenancy amendments,
  - Manage requests for consents and approvals of tenant rights, granting permission and providing advice on requests for certain improvements and/or alterations to council owned dwellings
  - Resolving disputes regarding boundaries of Council owned land.
  - Support for vulnerable residents in line with the Vulnerable Strategy and Vulnerable Residents Offer.
  - Manage contractor performance over a range of housing and other contracted services
  - Prepare reports for the Head of Neighbourhood Housing, Neighbourhood and Area meetings and attend meetings as requested.
8. Ensure the efficient provision of a customer focused estates services, e.g. communal repairs, cleaning, ground maintenance, refuse collection, parking, graffiti removal, etc.
9. Convene regular meetings with contractors, collating the necessary performance information and negotiating necessary improvements
10. Set up systems to undertake random and programmed inspections to ensure work has been carried out to agreed specification and standards, directing contractors to deal with any outstanding work and approving variations
11. Be available for duty outside working hours in order to assist with emergencies, local or civil emergencies
12. Respond urgently to correspondence, members' enquiries and complaints, ensuring that evidence is gathered, a response provided within timescales and rectification provided as appropriate

13. Organise and attend Tenants Residents Association meetings, Action Days, Estate Fun Days, etc. as required
14. Organise and co-ordinate the assembly of Case Conference Groups to deal with individual tenancy matter and put strategies in place to identify and support vulnerable residents
15. To attend occasional evening and weekend meetings and to work out of normal office hours
16. Ensure the efficient processing of allowances, rights to compensation, ex-gratia claims and discretionary awards, etc. in accordance with policy, audit and legal requirements

### **Performance management**

1. Take responsibility for the successful delivery of all KPIs within the Team
2. To undertake the annual appraisal and mid-year review for all team members
3. Be aware of Lambeth Council's overall aims of objectives

### **Policies and procedures**

1. Adhere to policies and procedures and contribute to the development of new ones

### **Finances and budgets**

1. Manage relevant budgets ensuring spend is controlled and work prioritised, invoices checked and authorised
2. To be mindful of the financial context within which we work and to contribute to the provision of a cost-effective service

### **General**

1. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes the Data Protection Act, the Health and Safety at Work Act, Equalities and Diversity, Standing Orders and Financial regulations
2. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults
3. To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations
4. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams
5. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service.
6. Deputise for the Head of Neighbourhood Housing

## PERSON SPECIFICATION

### Neighbourhood Housing Manager (PO5)

It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.

Criteria		Description	Shortlisting Criteria
<b>Qualification</b>	<b>Q1</b>	Holds a degree level management/housing qualification or can demonstrate substantial relevant experience to the post	
<b>Knowledge</b>	<b>K1</b>	Detailed knowledge and understanding of current issues facing social housing and local authorities.	<b>A✓</b>
	<b>K2</b>	Good understanding of housing legislation and best practice.	
	<b>K3</b>	Good knowledge of professional housing management requirements relating to tenancy, estate and contract management	<b>A✓</b>
<b>Relevant Experience</b>	<b>E1</b>	Experience of dealing with complex enquiries from tenant, leaseholders, elected members and internal and external partners and agencies.	<b>A✓</b>
	<b>E2</b>	Understands Financial information, managing budgets effectively and ensuring financial propriety	
	<b>E3</b>	Experience of managing a large tenancy portfolio in the public sector and managing a range of teams and services delivered to those residents	<b>A✓</b>
	<b>E4</b>	Experience of managing multi-disciplinary teams to achieve sustainable improvements and positive outcomes	
	<b>E5</b>	Experience of devising, developing and Implementing successful innovations in service delivery.	

<b>Core Behaviours:</b>		<b>Focuses on People</b>  This is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people	<b>A✓</b>
		<b>Takes Ownership</b>  Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.	
		<b>Works Collaboratively:</b>  Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.	<b>A✓</b>
		<b>Communicates Effectively</b>  Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.	
		<b>Focus on Results</b>  Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.	<b>A✓</b>
<b>Special Requirements</b>	<b>S1</b>	Ability to work evenings and weekends as required by the job.	<b>A✓</b>