

London Borough of Lambeth

JOB DESCRIPTION

Job Title: Neighbourhood Housing Officer
Department: Neighbourhoods and Growth
Division: Housing Services
Grade: SO2
Responsible to: Senior Neighbourhood Housing Officer

Main purpose of post

- The overall purpose of the Neighbourhood Housing Officer role is to deliver an integrated generic housing service to tenants and leasehold customers and to work closely with other teams to achieve sustainable tenancies in sustainable communities.
- To provide a proactive and customer focused housing management service across a designated estate(s) and to ensure that Lambeth fulfils its legal and contractual obligations to tenants and leaseholders
- To act as a regular and visible presence on estates; ensure estates are safe and well maintained and provide advice, information and reports on any housing management matter

Key Unit Accountabilities

Service delivery

1. Deliver key housing management services to a high standard, ensuring that activities are delivered on time
2. Provide assistance, advice and information to residents on the full range of tenancy and estate management services and work with other service areas (e.g. repairs) to ensure all contractual responsibilities are met
3. Respond to complaints, members' enquiries and problems of service delivery which are within the post holder's responsibility and make suggestions for improving service delivery.
4. Ensure the efficient processing of allowances, rights to compensation, ex-gratia claims and discretionary awards in line with policy, audit and legal requirements
5. Ensure the delivery of all services comply with relevant legislation and regulation.
6. Investigate and manage abandoned properties
7. Conduct tenancy checks and investigate tenancy fraud
8. To manage decants including being point of contact for tenant liaison 9. To conduct viewings with prospective tenants and to conduct sign ups
10. To carry out welcome visits and tenancy reviews.
11. Investigate and process tenancy changes e.g. succession, assignment, mutual exchange
12. Provide specific advice and support both in person, via telephone, email and on estates; on areas relating to housing i.e. tenancy agreements, repairs, housing/tenancy support

13. To coordinate and carry out routine site inspections and make appropriate recommendations in relation to communal repairs, fire safety and general health and safety.
14. To monitor contracts providing estates services
15. To produce Estate Plans and work with other service areas to deliver these
16. To receive initial reports of nuisance and antisocial behaviour and carry out initial investigations and to liaise closely with the Tenancy Enforcement Team to resolve antisocial behaviour on estates
17. To investigate and manage other key breaches of tenancy e.g. sub-letting
18. To provide support to witnesses and victims of anti-social behaviour.
19. To provide reports i.e. on management transfers or case work and actions.
20. To work effectively with partner agencies
21. Identify the need for and promote tenant participation and community development initiatives.
22. Attend community meetings and forums including evenings and occasional weekends

Performance management

23. Contribute to the successful delivery of all KPIs within the Housing Management Officer remit.
24. Be aware of Lambeth Council's overall aims and objectives.

Policies and procedures

25. Adhere to policies and procedures.

Finances and budgets

26. To be mindful of the financial context within which we work and to contribute to the provision of a cost effective service

General

27. 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.
28. 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.
29. To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations.
30. 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.
31. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service.

PERSON SPECIFICATION

Job Title: Neighbourhood Housing Officer

It is essential that in your written supporting statement you give evidence or specific examples of your 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 one ticks 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.

Job descriptions are not exhaustive and the job holder may be required to undertake duties which are broadly in line with the above responsibilities depending on the exigencies of the service.

Criteria	Code	Description	Short listing criteria
Qualification	Q1	Educated to NQF level 3 (e.g. A level/BTEC National Diploma, NVQ level 3) or has equivalent demonstrable experience	A✓
Knowledge	K1	An understanding of the issues of housing, estate management, health and safety and how these impact on the well-being of residents and the responsibilities of landlords	A✓
	K2	Knowledge of current legislation relevant to housing, tenancy and leasehold management and safety and estate management	A✓
Key Competencies	CS1	Communicating in writing Produces clear and well-structured written work, which creates a positive impact on the recipient(s)	A✓
	CS2	Planning and managing activities Effectively manages own workload, prioritizing effectively and consistently meeting deadlines	A✓

Criteria		Description	Short listing criteria
Key Behaviours:		Focuses on People <ul style="list-style-type: none"> • 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. It's about ensuring we have the right processes in place. 	A✓
		Takes Ownership <ul style="list-style-type: none"> • 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. 	A✓
		Works Collaboratively <ul style="list-style-type: none"> • 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 	
		Communicates Effectively <ul style="list-style-type: none"> • 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. 	

		<p>Focuses on Results</p> <ul style="list-style-type: none"> • Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It is about making the right impact, having the right result and changing things for the better 	
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Special Requirements	S1	Ability to work evenings and weekends as required by the job.	
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