

London Borough of Lambeth

Job Description

Job title:	Senior Neighbourhood Housing Officer
Grade:	P02
Reports to:	Neighbourhood Housing Manager
Division	Housing Services
Responsible for	A team of Neighbourhood Housing Officers

Main Description

To supervise a team of Neighbourhood Housing staff providing a comprehensive frontline housing service to Lambeth Tenants, Leaseholders and other stakeholders involving the investigation and resolution of all service requests, enquiries, complaints and disputes.

To supervise and coordinate the housing casework function of a Housing Management team within an area office covering all tenancy and estate management, resident engagement and customer care.

To be responsible for carrying out the coordination role in a number of key areas including:

- communal internal and external areas on estates
- complaints and effective liaison with Tenants Residents Association representatives and notice boards are kept up to date
- Tenancy Enforcement and non-compliance with tenancy terms and conditions

Key Accountabilities

Service delivery

1. To supervise a team of Housing staff, ensuring regular 1-2-1s and appraisals, use of performance management techniques to drive up performance. To participate in the recruitment and selection process, disciplinary, grievance, sickness absence and other enquiry panels
2. Directly train, or ensure that training is provided to the team on procedures and policies, contract management, use of Northgate and other IT systems
3. Be responsible for ensuring that staff within the team deliver an efficient, responsive and proactive service
4. Take responsibility for a geographical area as part of the management team standing in for colleagues and liaise closely with other teams as necessary.
5. To supervise and co-ordinate the provision of the housing management services 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.
 - Initial complaints of nuisance, breach of tenancy, anti-social behaviour and racial harassment
 - The conversion of introductory/probationary tenancies to secure tenancies
 - Investigate and decide 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
 - Estate inspections and contract compliance
7. Ensure staff respond quickly to complaints of nuisance and anti-social behaviour ensuring that cases are properly investigated, evidence is gathered, the complainant is kept informed of progress and relevant enforcement action is taken.
 8. Co-ordinate estate 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. Monitor 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. Respond urgently to correspondence, members' enquiries and complaints, ensuring that evidence is gathered, a response provided within timescales
 12. Organise and attend Tenants Residents Association and other meetings as required
 13. To attend occasional evening and weekend meetings and to work out of normal office hours.
 14. To provide a customer focused and efficient reception service.
 15. Ensure the efficient processing of allowances, rights to compensation, ex-gratia claims and discretionary awards in accordance with policy, audit and legal requirements.

Performance management

1. Coordinate the successful delivery of all KPIs within the Team.
2. 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. 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.

Person Specification

Senior Neighbourhood Housing Officer PO2

<p>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)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>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.</p>			<p>Shortlisting Criteria</p>
Qualification	Q1	Holds a relevant professional qualification or is following a course of study	
Knowledge	K1	Detailed knowledge and understanding of current issues facing social housing and London local authorities	A✓
	K2	Good understanding of housing legislation and best practice	
Relevant Experience	E1	Experience of dealing with complex enquiries from tenants, leaseholders, members and internal and external partners	A✓
	E2	Delegates clearly and fully, monitoring progress regularly and giving timely support where necessary	
	E3	Produces clear, succinct and well-structured written work, which creates a positive impact on the recipient(s)	A✓
	E4	Being financially aware. Fully considers the Financial dimension to own activities, monitoring expenditure and ensuring that value for money is delivered	
Key Behaviours:		<p>Focuses on People 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 e.g.</p> <ul style="list-style-type: none"> • Ensure that employees and delivery partners keep citizen needs at the forefront of what they do e.g through the use of performance management processes • Empowering and supporting staff 	A✓

		<p>Takes Ownership 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 e.g.</p> <ul style="list-style-type: none"> • Constantly thinks "how could we do this better" e.g. doing something faster, more efficiently or to a higher standard • Identify and owning opportunities for service development 	A✓
		<p>Works Collaboratively 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 e.g.</p> <ul style="list-style-type: none"> • Help create joined up solutions across the Borough, partner organisations and citizens • Builds commitment from others (including citizens) to work together to deliver agreed outcomes 	
		<p>Communicates Effectively 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 e.g.</p> <ul style="list-style-type: none"> • Finding out and knowing your staff's skills and strengths, listening to what each other has to say and working as a team to deliver work 	
		<p>Focuses on Results is about ambition and achievement. It's about making sure we are working 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 e.g.</p> <ul style="list-style-type: none"> • Setting clear objectives and targets, ensuring they are SMART and measurable and linked to business plans • Helping staff stay motivated by finding learning opportunities for development and making them feel valued 	A✓
Special Requirements	51	Ability to work evenings and weekends as required by the job.	A✓