

# Job Description and Person Specification

## Neighbourhood Housing Manager

A Lambeth to be proud of



**Job Title:** Neighbourhood Housing Manager

**Grade:** PO5

**Department:** Resident Services

**Division:** Housing

**Business Unit:** North Area

**Reports to:** Head of Neighbourhood Housing

**Responsible for:** All staff within one of six Neighbourhood Housing teams with direct line management for Senior Neighbourhood Housing Officers and indirect line management for Neighbourhood Housing Officer x 8/9

#### 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

<p>It is essential that in you can meet the following requirements for the role and be able to 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 “Ticks” (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Qualification</b>		Holds a degree level management/housing qualification or can demonstrate substantial relevant experience to the post	✓A
<b>Key Knowledge</b>	K1	Detailed knowledge and understanding of current issues facing social housing and local authorities.	✓A
	K2	Good understanding of housing legislation and best practice.	✓A
<b>Relevant Experience</b>	E1	Experience of dealing with complex enquiries from tenant, leaseholders, elected members and internal and external partners and agencies.	✓A
	E2	Understands Financial information, managing budgets effectively and ensuring financial propriety	✓A
	E3	Proven Experience of Staff management	✓A
<b>Core Values and Behaviours</b>		<b style="color: #0070C0;">Equity</b> <ul style="list-style-type: none"> <li>Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> </ul>	

		<ul style="list-style-type: none"> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<b>Kindness</b> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<b>Accountability</b> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> </ul>	

		<ul style="list-style-type: none"> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	