

Job Description and Person Specification

Neighbourhood Housing Officer

A Lambeth to be proud of



Job Title: Neighbourhood Housing Officer
Grade: SO2
Department: Housing Services
Division: Housing
Business Unit: Housing Management South
Reports to: Neighbourhood Housing Manager
Responsible for: Generic Housing Management

Context

- 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, councillors and Tenants & Residents Associations to achieve sustainable tenancies in sustainable communities.
- To provide a proactive and customer focused housing management service across a designated area and to ensure that the Council fulfils its legal and contractual obligations to tenants and leaseholders.
- To act as a regular and visible presence on estates, taking action to make sure estates are safe and well maintained and provide advice, information and reports on any housing management matter.
- To support the Neighbourhood Housing Team deliver the Vulnerable Residents Offer.

Job Purpose

To carry out generic housing management duties within a designated area

Responsibilities

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. Update management information systems and databases with, for example, data relating to customer profiling, tenancy audits, estate inspections, anti-social behaviour and moving home applications
 4. 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
 5. Ensure the efficient processing of allowances, rights to compensation, ex-gratia claims and discretionary awards in line with policy, audit and legal requirements
 6. Ensure the delivery of all services comply with relevant legislation and regulation.
 7. Investigate and manage abandoned properties
 8. Conduct tenancy checks and investigate tenancy fraud
 9. To manage decants including being point of contact for tenant liaison
 10. To carry out new tenant 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 identify nuisance and anti-social behaviour and in the first instance make an attempt to address the issue, referring to the Tenancy Enforcement Team if the identified problem continues for that team to investigate and remedy
 17. To investigate and manage other key breaches of tenancy e.g sub-letting
 18. To provide reports i.e. on management transfers or case work and actions
 19. To work effectively with partner agencies
 20. Identify the need for and promote tenant participation and community development initiatives
 21. Organise and attend community meetings, forums and events including evenings and occasionally at weekends
- Performance management**
22. Contribute to the successful delivery of all KPIs within the Housing Management Officer remit
 23. Be aware of Lambeth Council's overall aims of objectives

Policies and procedures

24. Adhere to policies and procedures

Finances and budgets

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

General

26. 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

27. 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

28. To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations

29. 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

30. 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

Neighbourhood Housing Officer (SO2)

<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>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Qualification	Q1	Educated to NQF level 3 (e.g. A Level / BTEC National Diploma, NVQ level 3) or has equivalent demonstrable experience.	A
Key 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
	K3	Knowledge of how to produce clear and well-structured written work, which creates a positive impact on the recipient(s).	✓A
	K4	Knowledge of how to effectively manages own workload, prioritizing effectively and consistently meeting deadlines.	✓A
Relevant Experience	E1	Experience of working in a high pressure Housing Management environment.	✓A
	E2	Experience of working in collaboration with other stakeholders and agencies to resolve issues for customers.	✓A
	E3	Experience of responding adaptably to evolving priorities.	✓A
	E4	Experience of working with customers with vulnerabilities.	

Special Requirements	S1	Ability to work evenings and weekends as required by the job.	✓A
Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • 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. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • 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. 	

		<p>Accountability</p> <ul style="list-style-type: none"> • 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 • 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. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • 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. • I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • 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. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • 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 • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions 	

		<p>together across service and team boundaries.</p> <ul style="list-style-type: none">• 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.	
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