

Job Description and Person Specification

Senior Neighborhood Housing Officer

A Lambeth to be proud of



Job Title: Senior Neighbourhood Housing Officer

Grade: PO2

Department: Resident Services

Division: Housing Management

Business Unit: North Area

Reports to: Neighbourhood Housing Manager

Responsible for: Neighbourhood housing Officers

Context

Neighbourhood Housing Management Team provides 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.

Job Purpose

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.

Responsibilities

You will have responsibility for managing a team of Housing Officer to carry out the following functions:

- Tenancy management including transfers, deaths, successions, assignments & mutual exchanges
- Management of estate environmental contracts including cleaning and grounds maintenance, refuse and recycling
- Delivering estate improvements including cycle storage, lighting, parking
- Reducing risk of fire in communal areas
- Resident engagement

- Supporting vulnerable residents
- Delivering excellent customer care

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.

Co-ordinate estate services, e.g. communal repairs, cleaning, ground maintenance, refuse collection, parking, graffiti removal, etc.

Convene regular meetings with contractors, collating the necessary performance information and negotiating necessary improvements

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

Respond urgently to correspondence, members' enquiries and complaints, ensuring that evidence is gathered, a response provided within timescales

Organise and attend Tenants Residents Association and other meetings as required

To attend occasional evening and weekend meetings and to work out of normal office hours.

To provide a customer focused and efficient reception service.

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

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

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

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 Officer (PO2)

<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
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
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	Detailed knowledge and understanding of current issues facing social housing and London local authorities	✓A
	K2	Good understanding of housing legislation and best practice	✓A
Relevant Experience	E1	Experience of dealing with complex enquiries from tenants, leaseholders, members and internal and external partners	✓A
	E1	Experience of working to tight deadlines and of setting and achieving targets with consistency.	✓A
	E3	Proven experience working in a Neighbourhood Housing / Registered Social Housing setting.	✓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 	

		<ul style="list-style-type: none"> • 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 	

		<p>performance and behaviours and act quickly when performance is not on track.</p> <ul style="list-style-type: none"> • 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 together across service and team boundaries. • 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. 	