Job Description

JOB TITLE:	**Neighbourhood Housing Officer**
GRADE:	**Grade H - £42,264 to £44,235**
POST NUMBER:	**TBC**
DIRECTORATE:	**Housing & Regeneration**
SERVICE:	**Regulatory Assurance**
RESPONSIBLE TO:	**Neighbourhood Team Leader**
RESPONSIBLE FOR:	**None**
	• **This post requires a Basic DBS check**
JOB SUMMARY:	*Provide high quality tenancy and lease management on our estates, support residents sustain tenancies and ensure our estates are thriving environments for our communities.*
ROLE REQUIREMENTS:	
1.	To ensure the patch is managed to an exceptionally high standard through the delivery of an excellent leasehold and tenancy management service, to maximise income from rents and service charges, whilst ensuring that residents are at the heart of everything we do.
2.	Engage with and involve residents in the management of their neighbourhood through regular estate inspections including monitoring cleaning, repairs and maintenance of blocks and estates in partnership with appropriate officers/ sections.
3.	To negotiate with and involve residents and partner agencies in the development and implementation of estate action plans that address the individual and local needs of the neighbourhood.
4.	To work with area based Tenant and Resident Associations or Tenant groups and to attend and facilitate a responsive approach at Tenant Meetings.
5.	Provision of excellent services for new tenants, including introductory meeting to ensure that any issues that arise are dealt with.
6.	To support and sustain tenancies and communities and to prevent homelessness through the provision of general tenancy support to residents to help sustain their tenancy.

7.	To undertake sensitively and effectively all aspects of tenancy management including the creation and determination of tenancy enforcement and to support and advise residents on how to sustain their tenancy.
8.	To provide a high standard of lease management within the area including offering a visit to new leaseholders, securing access, managing breaches of lease and managing issues involving sub-tenants.
9.	To audit tenanted and leasehold properties.
10.	Provide advice to residents on a range of services provided by the Council such as Housing Benefits; lettings; rent and arrears; resident participation; major works; service charges; right to buy.
11.	Proactive response to issues of low-level nuisance and anti- social behaviour within the patch with ability to identify and escalate serious cases to the ASB team.
12.	To take action concerning breach of tenancy, removal of squatters, unauthorised occupants, authorising successions, assignments and referring complex cases to the line manager or appropriate panel, including attending Court to give evidence on cases relating to breach of tenancies & leases and to execute evictions in conjunction with appointed bailiffs.
13.	Provide reasonable cover for colleagues in the event of an absence.
14.	To assist in the Lettings process by carrying out sign ups or viewings for new build properties or providing cover in the event of short staffing within the voids team.
15.	Prepare and present tenancy data as and when required by the Neighbourhood Area Manager.
16.	To provide good quality written responses to enquiries from councillors, MP's and other stakeholders within agreed timescales.
17.	Carry out other reasonable ad hoc duties to support the Directorate which are commensurate with the expectation of the post as directed by the line manager or the Head of Service.
CORPORATE RESPONSIBILITIES	
18.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
19.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.

20.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
21.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

You may be asked to move location in accordance with the needs of the service.

Person Specification

Person Specification for the Post of		**Essential (E) or Desirable (D) (if applicable)**	**Method of Assessment A= Application Form T= Test I= Interview**
Knowledge	Good understanding of the Social Housing Sector	E	A / I / T
	Up to date knowledge of legislation relevant to the Social Housing Sector	E	A / I / T
	Understanding of housing management policies and procedures	D	I
Qualifications & Experience	Experience of working in the Social Housing Sector	E	A / I / T
	Experience of leasehold and tenancy management	E	A / I / T
	Experience of tenancy support to prevent homelessness	E	A / I / T
	Experience of engaging with residents through regular estate inspections	E	A / I / T
	Experience of working with resident groups	E	A / I / T
	Experience of taking action against breach of tenancy, including removal of squatters	E	A / I / T
Skills & Abilities	**Essential Criteria** Good written and verbal communication skills	E	A / I / T

	Ability to provide advice to residents on services provided by the Council and other agencies	E	A / I / T
	Effective negotiation and influencing skills	E	A / I / T
	Ability to prepare and present tenancy data as and when required	E	A / I / T
	Ability to provide proactive responses to issues of nuisance and anti-social behaviour and to identify and escalate serious cases	E	A / I / T
Living the TOWER Values sets out the essential behaviours required of all staff. They are aligned to the organisation's five TOWER Values			
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Developing Networks: Maintains and encourages networking across teams to achieve the best outcomes. Collaborating: Shares information and engages others in a timely way to achieve the best outcomes	E	
We are **OPEN** and transparent	Communicating Clearly: Checks that they are understood by others and explains jargon where needed. Managing Change: Seeks to develop own resilience to manage change, seeking support where necessary.	E	
We are **WILLING** to challenge, innovate and be accountable	Being accountable: Takes accountability for delivering own work and sets challenging goals for self. Improvement and Innovation: Makes	E	

	suggestions for the better and for new ways of doing things.		
We empower each other to be **EXCELLENT** and go the extra mile	Having purpose and personal motivation: Understands the organisation's direction of travel and actively supports it in their work and interactions. Making colleagues feel appreciated and Valued: Enlightens people when they have made a difference and shows appreciation through internal recognition mechanisms.	E	
We **RESPECT** all communities; they are the heart of everything we do	Understanding our customers' needs: Actively listens to customers and take steps to make things better for them. Respecting diversity and being inclusive: Is polite helpful and inclusive towards people from our diverse community.	E	
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.	E	