

Job Description

JOB TITLE:	Neighbourhood Team Leader- Safeguarding & Compliance
GRADE:	Grade K
POST NUMBER:	
DIRECTORATE:	Housing & Regeneration
SERVICE:	Neighbourhoods
RESPONSIBLE TO :	Neighbourhood Area Manager
RESPONSIBLE FOR:	Neighbourhood Compliance Officers, Neighbourhood Safeguarding Officer, TMO Client Officer and Neighbourhood Housing Officers. (5/6 direct reports)
	<p>This post requires a DBS check <i>[state level required]</i></p> <ul style="list-style-type: none"> • Standard check <p>This post not politically restricted</p> <p>This post does not attract essential/ casual car user/ travel allowance.</p>
JOB SUMMARY:	This role oversees a team of Neighbourhood Officers, ensuring effective supervision across compliance, housing, and safeguarding. You will deliver responsive housing management for all tenures, support safe and sustainable communities, and handle complex cases such as Domestic Abuse, Safeguarding, and Hoarding with empathy. The position includes providing expert advice to colleagues, ensuring legal compliance, supporting neighbourhood compliance, and prioritising residents' wellbeing in all services.

ROLE REQUIREMENTS:	<i>[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]</i>
1.	Managing and supervising a team of 5 or more with the aim of achieving a high quality housing management service with a focus on compliance and safeguarding, providing motivated leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential including appraisals and training plans.
2.	Supporting the development and delivery of training, briefings, inductions and investigating incidents where needed, in relation to DA, Safeguarding and Hoarding, promoting and raising awareness further, as well as carrying out regular and detailed case reviews of DA, Safeguarding and Hoarding cases, including holding relevant panel meetings to ensure effective case management.
3.	To pro-actively work with and appropriately advise and direct other departments within the council to ensure that relevant information is shared, often to ensure the safeguarding of families from or against further harm, including liaison with IDVAs, DASH RIC, Police, social services and other specialist support services and agencies.
4.	To assist in delivering the LBTH Building and Fire Safety Resident Engagement Strategy, the Fire Safety Framework and the Tenant and Leaseholder Engagement Strategy, including provision of information residents can reasonably be expected to understand.
5.	Provide high quality operational leadership in managing a large and growing leasehold portfolio
6.	Ensure all available resources are deployed effectively giving customer service priority at all times
7.	Leading on providing resolutions to management issues and ensuring compliance with current tenancy conditions or lease conditions
8.	Developing sound relationships with tenants and leaseholders and maximise the opportunities for resident involvement in the delivery and management of housing services, promoting resident involvement in the delivery of operational services including local neighbourhood plans.
9.	Taking a lead role in ensuring effective working relationships are developed and sustained with local tenants and residents groups

10.	Work with LBTH and other partners to identify and effectively manage new build units
11.	Ensure the neighbourhood team promote best use of the available housing stock focussing in particular in identifying and addressing tenancy fraud and unauthorised occupation
12.	Liaising with other sections such as HSC and Asset Management to ensure coherent service delivery
13.	Ensure complaints, Councillor MP and MEP enquiries, request for information are dealt with effectively within set timescales, data protection and resolved at the earliest point of contact
14.	To cultivate appropriate relationships with key external and internal partners, representing LBTH as appropriate, acting in the best interest of LBTH and customers at all times
15.	Provide information and signpost where necessary to ensure residents can access support services to promote tenant sustainability and support vulnerable households /individuals
16.	Develop and achieve organisational targets and improvement plans with a focus on continuous improvement and value for money, ensuring a performance culture is developed and sustained within the team
17.	Ensuring that statutory requirements for health and safety are met by overseeing the development and delivery of an area-based Estate Inspection programme
18.	Support with the management of specific portfolios such as TMO's, Supported Housing schemes as and where required Housing Management Panel, Re-housing, Under-occupation, Voids or Fraud.
19.	Contribute to the development of the Directorates service plans, ensuring ownership of responsibilities and targets to the team
20.	To ensure management of shared areas supports the LBTH fire safety policy.
21.	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	
22.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
23.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
24.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
25.	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.
26.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
27.	Adherence to the council's commitment to the health, safety and welfare at work policy <i>[The role requirements are the duties and responsibilities that are specific for each tier of staff and management are listed in the Appendices attached]</i>
PEOPLE	
28.	Identify training and development needs in discussion with service managers for all staff within your team and to encourage participation in any training and development activities.
29.	All staff working with Vulnerable Adults and children should be aware of and share the commitment to safeguarding and promoting the welfare of vulnerable adults when applying for posts at Tower Hamlets Homes.
30.	To build and lead successful joint working arrangements and partnerships with and between the council's, internal and external service providers and other providers to deliver high quality and cost effective customer-focused services.
FINANCE	
31.	Manage any allocated budgets in line with standing orders and financial reporting processes.

SERVICE	
32.	To deliver and monitor team performance which aligns with the council's corporate strategies, objectives and properties. Plans to be delivered within timeframes agreed by the Head of Service.
33.	Work with other colleagues to maximise productivity and the quality of services, with a focus on continuous improvement.
PERFORMANCE	
34.	<i>[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]</i>
35.	Continuous input into evidence base to achieve DAHA Gold Accreditation
36.	Ensure and effective management oof DA, Safeguarding, and Hoarding cases through structured case reviews and multi-agency collaboration.
37.	Ensure Neighbourhood compliance related activity within the housing management function, ensuring compliance with regulatory and statutory requirements, as well as ensuring that residents are engaged and are at the heart of everything we do.

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.

To engage and develop all staff in the team to ensure they have clear personal development plans.

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.

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	Knowledge of policies and procedures relating to Domestic Abuse, Safeguarding and Hoarding within the social housing sector.	E	A/T/I
Qualifications & Experience	Up to date knowledge of legislation relevant to the Social Housing Sector, and Domestic Abuse, Safeguarding and Hoarding, as well as housing management building and fire safety legislation.	E	A/T/I
	<ul style="list-style-type: none"> • Experience of successfully delivering a housing management service in complex and diverse communities 	E	A/T/I
	Experience service in complex and diverse communities	E	A/T/I
	<ul style="list-style-type: none"> • Performance management experience, including developing 	E	A/T/I
	innovative ways of working which deliver against performance targets	E	A/T/I
	<ul style="list-style-type: none"> • Experience of working and liaising with residents and working 	E	A/T/I
	within involvement structures.		
	<ul style="list-style-type: none"> • Experience of working in an environment of continuous improvement 	E	A/T/I
	<ul style="list-style-type: none"> • Demonstrable experience of achieving high customer satisfaction 	E	A/T/I
	<ul style="list-style-type: none"> • Background of working within Resident Involvement 	E	A/T/I

	<p>structures</p> <ul style="list-style-type: none"> • Ability to contribute to both area and Borough housing Strategy 	E	A/T/I
Skills & Ability	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Ability to demonstrate leadership when working in a pressurised environment • A practical understanding of what constitutes excellent customer care, how it can be measured and improved and a commitment to delivering • Ability to work and negotiate solutions with a range of partners and key stakeholders so as to deliver positive outcomes for customers and communities • Ability to work and manage within a performance management framework <p>Desirable Criteria</p> <ul style="list-style-type: none"> • The ability to problem solve and a questioning approach to service delivery • The ability to win the trust and respect of tenants and residents 	E	A/T/I
		E	A/T/I

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	Encourages staff to work for the benefit of the organisation overall, supporting colleagues, keeping them informed and involving others in resolving issues and in making decisions which impact them.		A/I
We are OPEN and transparent	Clearly sets and communicates stretching Smart objectives for their team, monitors performance against objectives and coaches the team in planning and delivering their workload. Delegates activities to those best suited to deliver bearing risk, skill and cost in mind.		A/I
We are WILLING to challenge, innovate and be accountable	Willing to use own initiative, to challenge and embrace change as driver for positive improvement.		A/I
We empower each other to be EXCELLENT and go the extra mile	To provide excellent customer service to our service users and partners across LBTH. To go the extra mile to achieve, team objectives and targets set.		A/I
We RESPECT all communities; they are the heart of everything we do	Adhere to LBTH's diversity and equal opportunities statement.		A/I
Additional Requirements			

	<p>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.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p>		
--	---	--	--

Appendix 1: Health and Safety responsibilities for: Chief Executive/Corporate Leadership Team Job Descriptions

Health and safety responsibilities include:

- providing proactive and visible leadership in developing and maintaining a management culture promoting health and safety within the organisation through the formulation and implementation of the council's health and safety policy and supporting procedures.

Health and Safety responsibilities for: Corporate Directors (first tier) Job Descriptions

Health and safety responsibilities include:

- ensuring the council's corporate health and safety policy is implemented within their directorate
- incorporating health and safety standards and objectives into service plans
- holding staff accountable
- allocating health and safety responsibilities and duties to managers within their directorate
- acting as, or nominating, a competent manager to act as health and safety champion
- ensuring staff receive adequate information, instruction, training and supervision
- cooperate with trade union/safety representatives

Health and Safety responsibilities for:

Directors (second tier) Job Descriptions

Health and safety responsibilities include:

- overseeing the translation of the council's health and safety policies, objectives and arrangements into operational practice within their respective directorate service areas.
- implementing corporate and directorate safety policies and supporting procedures within their service areas
- holding staff accountable
- ensuring risk assessments are carried out, reviewed and shared with all appropriate staff

Appendix 2: Health and Safety responsibilities for:

Directors (second tier) Job Descriptions (contd)

- ensuring staff receive adequate information, instruction, training and supervision
- cooperate with trade union/safety representatives

Health and Safety responsibilities for:

Heads of Service/Departmental Heads (third tier) Job Descriptions

Health and safety responsibilities include:

- arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements
- holding staff accountable
- ensuring risk assessments are carried out, reviewed and shared with all appropriate staff
- ensuring staff receive adequate information, instruction, training and supervision
- cooperate with trade union/safety representatives and attend relevant meetings.

Health and Safety responsibilities for: Managers and Supervisors Job Descriptions

Health and safety responsibilities include:

- being familiar with health and safety policies and procedures
- setting a positive example
- communicate health and safety policies and procedures to staff
- carry out, review and share risk assessments
- consider work-related violence, abusive or threatening behaviour in the planning and development of safe working systems and procedures
- ensure adequate first aid provision
- holding staff accountable
- ensuring staff receive adequate information, instruction, training and supervision

Appendix 3: Health and Safety responsibilities for: Managers and Supervisors Job Descriptions (cont)

- cooperate with trade union/safety representatives and attend relevant meetings
- ensure work-related accidents/incidents are reported and investigated in line with procedures.

Appendix 3: Health and Safety responsibilities for: Staff Job Descriptions

Health and safety responsibilities include:

- always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.