



JOB DESCRIPTION

Job Title: Neighbourhood Assistant

Company: Barking and Dagenham Reside Regeneration Ltd

Location: Hybrid (Barking and Dagenham) / Home

Responsible to: Commercial Housing Portfolio Lead

Salary: £30,000 - £35,000 p.a.

Job Purpose

To provide a customer focussed, proactive and high-quality administration service to support the delivery of the tenancy, neighbourhood and estate management functions to Reside's residents.

To support the wider Neighbourhood Team in delivering a first-class proactive service to tenants and leaseholders, providing high quality technical support, taking the lead on allocated administrative processes as necessary.

Ensure that residents contacting the Neighbourhood Team are provided with excellent customer service and receive prompt responses to their queries and concerns, exceeding Reside's service standard as the norm.

Co-ordinate escalation of more complex queries or case management actions to lead officers across the wider Reside services.

Build positive partnerships and relationships with other sections, services and outside bodies, where necessary.

Maintain accurate records and statistics relating to the work of the section.

Keep concise file notes of all contact with residents and provide concise written reports and chronologies for other officers when required

To deliver services ensuring that all relevant processes are timely and in line with Reside's policies and procedures and current legislative requirements.

To ensure the appropriate handling of detailed, sensitive and personal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.

The post holder will deliver high levels of satisfaction to Reside tenants for the services managed.

Key Accountable Areas

- To support the delivery of a comprehensive high quality, efficient and compliant tenancy, housing and estate management service for Reside's tenants and leaseholders, providing customer focused administrative support.
- To provide a responsive and proactive customer focused service on a wide range of customer enquiries and ensure a high level of customer service.



- To ensure effective co-ordination and escalation of more complex queries to the wider Neighbourhood Team and other teams across Reside to ensure matters get dealt with efficiently.
- Ensure all actions taken deliver effective resolution of resident queries, right first time and exceeding customer service standards.
- To ensure an efficient support service is provided to the Neighbourhood Team taking ownership and delivering appropriate administrative support tasks as agreed by the management team. This will include, but not limited to filing, photocopying, distributing of post, stationary, raising of purchase orders, systems and accounts administration.
- To manage and co-ordinate the Neighbourhood inboxes as required, including email and housing system dashboard/s, delivering a first-time resolution where possible.
- Work in partnership across Reside teams supporting on priority tasks on a business needs basis to ensure the organisations objectives and outcomes can be met, i.e. support teams in obtaining access for tenancy management, repairs, compliance servicing, etc.
- To deliver services that meet legislation and regulatory requirements and reflect best practice.
- Establish and maintain effective relationships with partners and stakeholders to ensure delivery of effective services to residents.
- Drives an increase in contact with tenants as we seek to develop effective relationships of high trust that enables tailored and bespoke service to be developed that facilitates a highly customer centric service delivery model.

Operational Delivery

- Ensure the effective management of the allocated caseload of work, raising concerns and blockages with line manager as appropriate.
- To raise and report concerns, including safeguarding issues where appropriate.
- Maintain accurate customer records and update IT and relevant housing systems in line with service requirements.
- Work in partnership with other Reside teams to support and deliver a customer focused involvement and engagement service ensuring tenants can actively engage, be involved, feel listened to and be able to shape services that Reside delivers as a landlord.
- Deliver services that meet key performance targets/indicators and operational service plan objectives, ensuring timely contribution to the submission of performance reports and other documents as required.
- To raise purchase orders against agreed budgets as required.
- Assist in the collection of tenant data / satisfaction information / surveys and collate statistical monitoring information as required.
- Resolve tenant service requests and complaints at first point of contact, exceeding service standard response times to prevent escalation to formal complaint. This may include also responding to formal complaints, ombudsman, MP and councillor enquiries.



- Identify and work to deliver continuous improvements as necessary to meet the required outcomes of the service.
- Have the flexibility and knowledge to use initiative to deal with new, unexpected housing situations on a regular basis and give appropriate advice and assistance to our residents.

Other

- As part of the Neighbourhood Team, provide cover for colleagues as required, including out of hours cover where necessary.
- Deputise for the Neighbourhood Officers or other officers to ensure business continuity as required.
- To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside housing stock.
- Ensure that services are delivered based on the identified needs of the tenants, providing reasonable adjustments to services as necessary.
- To be able to work out of normal contracted hours to deliver the expectations of the role, including some evening and weekends as required.
- Any other duties as required that are commensurate with the post.



PERSON SPECIFICATION

Essential Requirements (key skills & qualifications)

Knowledge and Experience

- Experience of delivering in an administration role or front-line tenancy and/or housing management role or another relevant housing-related area within the context of a dynamic and changing organisation.
- Experience in providing customer service to a diverse range of customers.
- Experienced of working in a pressurised customer service environment.
- Experience of working with vulnerable people and hard to reach groups within a wider community setting.
- Experience of working co-operatively and professionally both with colleagues and external partner agencies.
- Able to create effective & collaborative working relationships with tenants, other internal teams, partner groups and stakeholders, enabling tailored and bespoke relationships to be developed that facilitates a highly customer centric service delivery model
- Demonstrable 'can do' approach to providing services to residents, going above and beyond at every available opportunity.
- Good level of written and verbal communication skills tailored towards a range of audiences.
- Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.
- Ability to carry out work related activities, visits to other locations, including managed properties and other office locations both during and outside core working hours as dictated by service / business need, e.g. evening visits to tenants, etc.

Desirable Requirements (key skills & qualifications)

- Basic knowledge of legislation and regulation for neighbourhood, tenancy, ASB management and housing allocations in a mixed tenure housing environment.
- Managing housing, tenancy and leasehold management issues through to resolution.
- Knowledge of safeguarding principles