



## **JOB DESCRIPTION**

**Job Title:** Neighbourhood Officer

**Company:** Barking and Dagenham Reside Regeneration Ltd

**Location:** Hybrid / Patch Based (Barking and Dagenham) / Home

**Responsible to:** Neighbourhood and Enforcement Lead

**Salary:** £40,000 - £45,000 p.a.

### **Job Purpose**

To provide a customer focussed, proactive, comprehensive and high-quality Tenancy, Neighbourhood and Estate Management service to Reside residents across our social housing portfolio, managing a patch of approx. 550 properties. You will act as a champion for your patch and wider locality, acting as the first point of contact for all housing, tenancy and estate management queries from tenants on your patch.

The role combines elements of enforcement (around anti-social behaviour, tenancy fraud and other tenancy breaches), community safety (keeping residents safe in their homes and neighbourhoods), housing management and community engagement (general management of tenancies, working with residents to identify priorities for change, listening to feedback and acting on it and supporting them to become actively engaged).

Ensure the tenants comply with the terms of tenancy in respect of housing and tenancy management and take appropriate action to address any breaches.

Work with tenants and other community groups to enhance the longer-term development of the neighbourhood, working with other Reside teams and services to develop a collaborative approach to managing mixed tenure neighbourhoods.

Deliver new tenant introductory visits to ensure effective on-boarding about how to manage a tenancy, setting expectations and developing effecting relationships with tenants to aid positive tenancy sustainment and engagement.

Lead on delivering a programme of neighbourhood, estate and patch/property inspections to ensure they are well maintained and managed, present a safe and secure environment for tenants and visitors.

To develop and maintain partnerships with key agencies and stakeholders, including the council, support agencies, CAB and any other relevant agencies.

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

### **Key Accountable Areas**

- To support and deliver a comprehensive high quality, efficient and compliant tenancy, housing and estate management service for Reside's housing stock. This will require a 'can do' approach to service management to exceed expectations as the norm.



- Ensure that the services provided are delivered in accordance with Reside's policies and procedures, legislation, regulation and reflect best practice and always deliver excellent customer service.
- Achieve a timely turnaround of empty properties within key KPI targets and to ensure that all properties are re-let promptly and that all sign ups and post tenancy contact are completed to achieve customer satisfaction targets.
- Proactively manage large scale handovers of new developments across the housing portfolio to ensure prompt allocation and letting of all new homes with a first class onboarding experience delivered for the tenants.
- Investigate cases of tenancy fraud, including sub-letting and non-occupation and take appropriate action to recover properties where necessary working closely with colleagues, i.e. our in-house legal team and our fraud team, to ensure homes are recovered and where appropriate ensure a successful prosecution can be achieved.
- Where appropriate, co-ordinate the management of complex mixed tenure housing management cases/disputes working collaboratively with colleagues to provide effective resolution and tenancy sustainment.
- Work in partnership with Asset Team taking an active role in obtaining access for compliance servicing within the required timescales, including litigation to gain access as required.
- Work in partnership with Income Management to ensure collaboration in management of tenancy breaches related to both service areas, ensuring a joined-up approach to maximise delivery of effective outcomes.
- Carry out all actions as part of the litigation process associated with the remit of the role. This includes gathering evidence and producing all relevant paperwork including writing witness statements and preparing documentation for court (as required).
- Establish and maintain effective relationships with partners and stakeholders to ensure delivery of effective services to tenants.
- 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 proactively carry out routine site / estate inspections and taking appropriate action to address issues in relation to communal repairs, fire safety, building safety and general health and safety of the blocks / estates.
- Working in partnership with other agencies as appropriate, to raise and report concerns, including safeguarding issues, working with these organisations to help bring about successful resolutions to cases.
- 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 deal with new, unexpected and complex housing situations on a regular basis and give appropriate advice and assistance to our tenants / stakeholders.

#### Other

- As part of the Neighbourhood Team, provide cover for colleagues as required, including out of hours cover where necessary.
- Deputise for the Neighbourhood and Enforcement Manager or other managers in relation to attending external meetings and events 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**

- Up to date knowledge of legislative and regulatory requirements for neighbourhood, tenancy, ASB management and housing allocations in a mixed tenure housing environment.
- Experience of delivering in a front-line tenancy and/or housing management role or another relevant housing-related area within the context of a dynamic and changing organisation.
- Experience of litigation, particularly evidence gathering and evidence giving in Court.
- Working with vulnerable people and hard to reach groups within a wider community setting to develop cohesive neighbourhoods and to encourage their social inclusion, wellbeing and tenancy sustainment.
- Experience of working co-operatively and professionally both with colleagues and external partner agencies.
- 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
- 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 tenants, going above and beyond at every available opportunity.
- Excellent written and verbal communication skills tailored towards a range of audiences, including reports and presentations.
- Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.
- Have a full driving licence and access to a suitable vehicle to carry out the duties of 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)**

- Some experience of project management.
- Experience of managing change to service delivery
- Experience of working with external letting agents / managing agents.
- Membership of a relevant body (e.g. CIH)