

TOWER HAMLETS HOMES JOB DESCRIPTION

Job Title:	Neighbourhood Housing Officer
Grade:	PO1
Accountable To:	Neighbourhood Team Leader
Number of Direct Reports:	None
DBS Required:	Basic Level

Job Purpose:

To be responsible for the delivery of an excellent customer focused service for a Neighbourhood area and ensure that residents are engaged and are at the heart of everything we do.

Key Accountabilities:

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 demonstrate professional behaviour in accordance with the values and code of conduct in operation in Tower Hamlets Homes.
10.	To audit tenanted and leasehold properties.
11.	Providing advice to residents on a range of services provided by Tower Hamlets Homes, LB Tower Hamlets and other agencies such as Housing Benefits; lettings; rent and arrears; resident participation; major works; service charges; right to buy.
12.	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.
13.	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.
14.	Deputise for the Neighbourhood Team Leader as required.
15.	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.
16.	Prepare and present tenancy data as and when required by the Area Neighbourhood Manager.
17.	To provide good quality written responses to enquiries for councillors, Tower Hamlets Homes Board members and senior manager, MP's and ensures that responses are provided with agreed timescales.
18.	THH may require Housing Officers to move location in accordance with the needs of the service.
19.	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.

Health & Safety

The postholder is required to comply with all Health & Safety at work policies, procedures and guidelines which form part of this job description. The postholder must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their line manager or other manager.

Equality and Diversity

The postholder is required to actively promote diversity in the workplace. It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards employees or resident. The postholder should counteract such practice or behaviour by challenging or reporting it.

Safeguarding

THH is committed to safeguarding and promoting the welfare of vulnerable adults and children. Safe recruitment of staff is central to this commitment, and THH will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to vulnerable adults and children.

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.

Person Specification

Job Title: Neighbourhood Housing Officer

A = Application

I = Interview

T = Test

Competency	Overall Definition at Staff Level	Assessment Method
Customer Excellence We put the customer first	Provides excellent customer service in a respectful and timely manner. Treating internal customers and external customers as individuals, seeking to understand their needs, communicating effectively with customers in a way which suits them and keeping customers informed.	A/I/T
Working Together for Excellence We work together	Co-operates with others, respects we must work together for the benefit of THH overall and to contribute to the work of others to create a positive working environment. Influencing and negotiating with colleagues to deliver better services.	A/I/T
Planning & Prioritising for Excellence We plan our work	Is clear on what is needed to do job effectively. Plans workload, prioritising time and activities. Thinks about the impact of their work on others and consider who else may need to be involved. Makes the best use of the resources available to deliver the results required.	A/I/T
Delivering for Excellence We take responsibility	Has high personal standards and takes responsibility and ownership of the decisions they make. Tries to thoroughly understand problems and situations by asking questions, making use of technical knowledge and skills, and providing solutions that work for customers and THH.	A/I/T
Striving for Excellence We find better ways to do things	Keeps up to date with change, getting involved when they can and learning lessons from past situations to improve how, they and others can deliver excellent services. Keeps knowledge up-to-date and develops skills to do the job better.	A/I

Education and Experience	Essential Criteria <ul style="list-style-type: none"> • Experience of working in the Social Housing Sector • Experience of leasehold and tenancy management • Experience of tenancy support to prevent homelessness • Experience of engaging with residents through regular estate inspections • Experience of working with resident groups • Experience of taking action against breach of tenancy, including removal of squatters 	A / I / T A / I / T A / I / T A / I / T A / I / T
Knowledge	Essential Criteria <ul style="list-style-type: none"> • Good understanding of the Social Housing Sector • Up to date knowledge of legislation relevant to the Social Housing Sector • To work with THH policies and procedures 	A / I / T A / I / T A / I
Skills and Abilities	Essential Criteria <ul style="list-style-type: none"> • Good written and verbal communication skills • Ability to provide advice to residents on services provided by THH and other agencies such as the Benefits Agency • Effective negotiation and influencing skills • Ability to prepare and present tenancy data as and when required • Ability to provide proactive responses to issues of nuisance and anti-social behaviour and to identify and escalate serious cases 	A / I / T A / I / T A / I / T A / I / T A / I / T
Additional Requirements	<ul style="list-style-type: none"> • To work flexible hours, such as evenings and weekends to attend meetings, carry out visits, viewings, etc. 	A