



## JOB DESCRIPTION

<b>Job Title:</b>	Locum Neighbourhood Officer (Permanent)
<b>Reports To:</b>	Local Delivery Neighbourhood Manager
<b>Team:</b>	Core Housing
<b>Directorate(s):</b>	Operations
<b>Grade:</b>	BHA B5
<b>Job purpose:</b>	<p>Responsible for the provision of excellent customer focussed services to all of Broadland Housing's customers – in line with Broadland Housing's Customer Service Standards and relevant policies/procedures.</p> <p>To deliver allocations and lettings, tenancy management and management of anti-social behaviour services within agreed performance standards</p> <p>The post holder will have a designated area of responsibility; however, there is an expectation that the role will provide cover and support across all areas and locations as required.</p>

### Overview:

#### 1. Key skills to do the job

- To think analytically, logically and in a systematic way to identify the cause of problems and generate practical solutions based on sound analysis.
- Able to take a structured approach to organising work and plans to ensure work is delivered efficiently.
- An awareness of external support services and an understanding of Housing Legislations and Tenancy Agreements.
- Is proactive in taking responsibility for everyday problems and is motivated by achieving measurable results and is able to self-motivate themselves when there is little involvement from above.

#### Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings

and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

**Openness**

You will admit to mistakes and learn from them.

**Responsible**

You will actively use your skills and knowledge to ensure high quality outcomes.

**Collaborative**

You will support Broadland's one team approach and challenge silo working when you are aware of it.

**Fair**

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

**Innovative**

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

**Reliable**

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

**Trustworthy**

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

**Environmentally Aware**

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

**2. Communication & Interpersonal Skills**

- Expresses information, thoughts and ideas fluently and concisely, in spoken and written form, to a variety of audiences.
- Is able to assess the needs of a situation and tailor communication accordingly.
- Establishes positive relationships with a variety of people, both internal and external and actively works to promote a favourable impression of the organisation, whilst working as part of a team.
- Can maintain own position and withstand challenges from others, whilst assertively negotiates and shows a willingness to find a common ground but will not move from predetermined position and can put forward arguments persuasively and is skilled in gaining agreement from others on issues and adapts style according to the situation, using a range of influencing styles as appropriate.
- Maintain open, clear communication with all colleagues and managers to support team success and Broadland's goals.

### 3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

### Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- The Neighbourhood Officer is responsible for the delivery of tenancy and estate management services for the Association including the allocation and letting of empty homes and management of mutual exchanges in partnership with other departments and local authorities through effective use of policies and procedures relating to nominations and allocations.
- To deliver the associations commitments in respect of anti-social behaviour in line policy and procedure in partnership with the wider community and relevant statutory and non-statutory agencies.
- The post holder will deliver services that assist tenants to peaceably enjoy occupation of their homes by taking appropriate action, in accordance with Association policy, in response to incidents of neighbour nuisance, anti-social behaviour and harassment up to and including attendance and participation at County Court hearings for injunction and possession.
- To work closely with the Tenancy Support Team to ensure tenancy sustainment and to improve life opportunities and with the Income Recovery Team to ensure that the association's income is maximised and undertake visits to tenants in arrears as part of the income recovery process.
- The post holder will provide tenants and prospective tenants with advice and assistance with basic welfare benefits and other advice with a view to maximising household income and the ability therefore to make rent payments to the Association.
- The post holder will work with other professional and voluntary agencies in the development of good neighbourhood relations and take the lead on resident consultations.

- To ensure that all concerns relating to the Safeguarding of Adults & Children are reported appropriately to ensure compliance with any legislative requirements, taking appropriate legal action against tenancies to safeguard other tenants and the public where breaches have been identified, in line with policy/procedures.
- To actively promote and facilitate resident involvement working closely with the communications team.
- To ensure the Association comply with any regulatory and statutory legislation.
- Ensure all purchases comply with any finance/trade card policies, are task-essential, and receive prior approval—typically via PO.
- To procure goods and services in line with our 5Es Procurement Policy and Procedure and effectively manage contracts in accordance with our Contract Management Policy and Procedure. To ensure drive value for money and effective performance from our contractors/suppliers.
- To support other Neighbourhood Officers across all areas/hubs of the business

#### **Common Features applicable to all roles within Broadland:**

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



## PERSON SPECIFICATION

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### Essential Criteria

#### Qualifications

- Minimum of 5 GCSE's, including Maths & English Language (Grade C/Level 4) or equivalent
- Numerate and literate
- Driving Licence as travel throughout Norfolk and North Suffolk is essential

#### Experience

- Experience and understanding of:
  - Tenancy agreements and associated contract and housing legislation
  - The roles of landlord and tenant
  - Welfare benefits relevant to tenants in social housing
  - Customer need, and delivery
- Experience of multi-agency/partnership working
- Experience of working with customer face to face and over the phone

### Desirable Criteria

#### Qualifications

- Hold a CIH approved housing qualification or be working towards one

#### Experience

- An experience of working in the Housing Sector
- An experience of working as a Housing Officer or similar
- Experience in dealing with a disposal programme