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|  | Job Description | C:\Users\jowen\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\Leeds Fed Logo Colour.jpg |

Basic Details

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| Job Title:Location:Salary:Responsible To: |  Neighbourhood Coordinator (20 hours per week – Must include Mondays) Leeds  Area Manager |

**Reporting Structure**

See organisation chart

**Main Purpose**

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| To support the Housing team and Lettings Supervisor with the Community Based approach, ensuring effective housing management operations. The Neighbourhood Coordinator will assist in the management of empty homes when needed. To adopt a community based approach by delivering services based on the strengths and needs identified by our customers. This may include:* Tenancy management, maintenance requests and accessing support services
* Meeting with customers in the neighbourhoods
* Carrying out estate inspections
* Attending weekly meetings with surveyors and contractors
* Monitoring existing services and gathering feedback in order to identify areas of improvement

To ensure we provide a customer focussed service to all our customers by ensuring they are treated with courtesy and respect, their needs are understood and that these inform our approach to working with them, and by empowering customers to influence their own positive outcomes.  |

Specific Accountabilities and Performance Standards

|  | Key Accountabilities | Performance Standards |
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| 1 | **Customer and colleague Support** | * Provide assistance and guidance to customers on housing-related matters, including tenancy management, maintenance requests, and accessing support services
* Support Neighbourhood Officers in their duties, providing additional resources and assistance where needed, and stepping in during their absence to ensure continuity of service delivery. This may include carrying out Estate inspections and meeting customers in the neighbourhoods.
* Take a lead in managing properties in the absence of the Lettings Supervisor. This may include, ending tenancies on the housing system, advertising homes in line with requirements, attending weekly meetings with surveyors and contractors, and updating the system promptly.
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| 2 | **Customer Engagement & Stakeholder Collaboration** | * Working alongside Customer Engagement colleagues, actively engage with customers, community groups and stakeholders to identify needs, concerns and opportunities for collaboration
* Collaborate with internal teams, external partners, and stakeholders to leverage resources, share information and coordinate efforts to address community needs and achieve shared objectives.
* Meet with surveyors and contractors
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| 3 | **Data Management** | * Maintain accurate records and documentation related to community based approach and support Neighbourhood officers with any administrative support on pulling together Neighbourhood plans for each neighbourhood.
* Monitor and evaluate the effectiveness of community-based approach and existing services, gathering feedback and data to identify areas for improvement and inform future planning and decision-making.
* Ensure all policies/procedures and protocols are followed correctly
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| 4 | **Continuous Improvement** | * Monitor and evaluate the effectiveness of community-based approach and existing services, gathering feedback and data to identify areas for improvement and inform future planning and decision-making.
* Identify good practice and highlight areas for improvement
* Highlight successes to customers, staff, and stakeholders using the various media available including external publications
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| 5 | **Corporate Role** | * Consistently meet the organisation’s values in your day to day work
* Work within the organisation’s Health and Safety policies and procedures taking personal responsibility for your own wellbeing
* Work within the VfM policy giving consideration to efficiency, effectiveness, and economy
* Provide and maintain excellent standards of customer care in accordance with the organisation’s Equality and Diversity policy
* Take responsibility for own learning and development and actively participate in identified training and engage with the performance management system
* Communicate effectively and work productively with all staff
* Carry out a regular check of the website and intranet particularly in relation to your own areas of the business. Take responsibility for making sure that information logged is up to date and relevant
* Maintain high standards of data quality and integrity in line with policies and best practice
* Ensure compliance with GDPR and other relevant legislation in undertaking casework
* Work within the Risk Management Framework Policy ensuring that you are aware of, and support the operation of internal controls relevant to your area of responsibility.
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| **No job description can be entirely comprehensive, and the job holder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and position of the post within the organisation** |

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|  | Leeds Federated Housing AssociationPerson Specification |  |
| Neighbourhood Coordinator |
| Attributes | **Description** | **ESSENTIAL** | **DESIRABLE** |
| **Knowledge and Experience** | Experience of working in a housing sector role, meeting the requirements of a diverse range of customers | **ü** |  |
| Experience of providing housing management and/or care and support services | **ü** |  |
| Experience of carrying out administrative tasks to a high level of accuracy and quality | **ü** |  |
| Experience of collaborative working | **ü** |  |
| **Skills and Abilities** | Able to build and maintain positive working relationships internally and externally | **ü** |  |
| Able to ensure that our housing management system is kept up to date  | **ü** |  |
| Able to meet individual and job specific targets set by manager | **ü** |  |
| Able to build and maintain positive working relationships with customers and colleagues | **ü** |  |
| Able to use data to diagnose business performance issues | **ü** |  |
| Ability to recognised where changes are needed in administrative processes and procedure to provide an efficient and effective service | **ü** |  |
| Able to make reasoned decisions within policy constraints and work independently without requiring a high level of supervision | **ü** |  |
| Able to work flexible as required to meet the requirements of the role | **ü** |  |
| **Qualifications** | GCSE or equivalent level of education | **ü** |  |
| **Other** | Holder of a valid driving licence and have a vehicle available for business use (where identified as a specific requirement)  | **ü** |  |
| Able to travel and work from various locations as required  | **ü** |  |