

## Job profile

<b>Job title:</b> Neighbourhood Partner	<b>Responsible to:</b> Neighbourhood Manager
<b>Salary grade:</b> F Up to £16,144 per annum	<b>Contracted Hours:</b> 18.5 Hours (per week)
<b>Responsible for:</b> N/A	<b>Behaviour level:</b> 1 – All colleagues

### **Purpose of the job:**

As Neighbourhood Partner, you will be the go-to person and advocate for all customer service issues arising on your “patch.” From home viewings and sign-ups, to settling in visits and resident engagement, you will deal with all aspects of the customer journey, building relationships as you go and ensuring that every visit counts.

### **Key accountabilities:**

1. To ensure the letting of homes and garages in accordance with our policies and procedures, ensuring that our Service Standards are delivered, pre-tenancy checks are completed, and customers receive an excellent service.
2. To provide visible and accessible resident engagement in the community.
3. To proactively manage your case workload in relation to tenancy and estate matters and enquiries from customers including Tenants, Leaseholders, Shared Owners, and stakeholders.
4. To be actively involved in the delivery of Neighbourhood Plans, estate management and improvements and engage with partners and stakeholders within the community.
5. To ensure that Safeguarding/Domestic Abuse/Tenancy Support cases and Antisocial Behaviour/Tenancy Enforcement cases are managed in accordance with our policies and procedures.
6. To coordinate the management of emergencies such as fire or flood in our homes or on our estates, including decants and liaison with partner organisations.
7. To follow-up and complete identified fire risk actions and support our teams to gain access to properties using your patch knowledge.

8. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
9. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
10. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
11. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

## Person specification

Job title Neighbourhood Partner		
Criteria	Essential / Desirable	Method of Assessment
<b>Qualifications</b>		
5 GCSE's or equivalent	E	AF
Professional qualification from CIH	D	AF
Shows a commitment to continuous professional development (CPD)	E	AF/I
<b>Knowledge, skills, and abilities</b>		
An understanding and developed working knowledge of computer systems including Excel, Word, and Teams	E	AF/I/ST
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	I
Knowledge of current social housing issues	E	AF/I
You can work as part of a team	E	AF/I
Effective communication skills e.g., written, verbal, report writing	E	AF/I
Good listening skills and can build and maintain effective working relationships	E	AF/I
Attention to detail	E	AF/I
Understands how housing associations function effectively	E	I
Knowledge of Landlord and Tenant legislation	D	AF/I
Knowledge of social housing policy issues	D	AF/I
Full Driving Licence	E	AF
Is a role model to colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	AF/I
<b>Experience</b>		
Front line experience of dealing with customers	E	AF/I
Working in partnership with other agencies	E	AF/I
<p><b>Values - <i>It's not just about what we do, we believe it's how we do it too...</i></b></p> <p>By living our behaviours every day, our colleagues, managers, and senior managers are living our shared values and helping to deliver our vision:</p> <ul style="list-style-type: none"> <li>• Do the Right Thing</li> <li>• Show Respect and kindness always</li> <li>• Are Honest and fair</li> <li>• Make it happen</li> <li>• All belong at SLH</li> </ul>	E	I

	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p><b>Please note:</b> No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Head of Neighbourhoods</p>		
<p><b>Review date:</b> July 2024</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		