JOB DESCRIPTION

Neighbourhood Services Assistant Team Leader
Level 4

Job Purpose

The Neighbourhood Services Assistant Team Leader will coordinate, support, and oversee the day-to-day work of the Neighbourhood Services Assistants to ensure the effective delivery of high-quality neighbourhood services.

You will be responsible for planning workloads, monitoring performance, ensuring consistent service standards, and supporting the Neighbourhood Services Manager in delivering safe, well-managed neighbourhoods.

The role ensures that NSAs are equipped, motivated, and supported to deliver excellent customer service, tenancy management support, neighbourhood improvements, and administrative functions that contribute to the wider Housing & Neighbourhoods objectives.

Key Responsibilities

Team leadership & Coordination

- Plan, allocate, and coordinate daily and weekly workloads for the NSA team to ensure efficient service delivery.
- Provide day to day supervision, guidance, and support to NSAs, ensuring clarity of expectations and consistent working practices.
- Hold regular team meetings and one to one sessions to review performance, wellbeing, training needs, and development opportunities.
- Promote a positive, collaborative team culture aligned with organisational values.
- Support the Neighbourhood Services Manager in recruitment, induction, and ongoing development of NSAs.

Performance Management

- Monitor team performance against service standards, KPIs, and deadlines, taking corrective action where required.
- Ensure NSAs maintain accurate records, case notes, and system updates to support compliance and reporting.

This Job Description is not exhaustive, you may, at any time be required to carry out additional duties or responsibilities, which fall reasonably within the remit of this role, or in accordance with operational requirements.

- Conduct quality checks on NSA outputs, including customer interactions, administrative tasks, and neighbourhood inspections.
- Support the management of attendance, conduct, and capability issues in line with HR policies.

Operational Delivery

- Oversee the delivery of customer enquiries, ensuring responses are timely, professional, and aligned with service standards.
- Coordinate NSA support for tenancy management, including tenancy condition checks, low level enforcement administration, and neighbourhood improvement activities.
- Ensure NSAs contribute effectively to neighbourhood plans, estate inspections, and community safety initiatives.
- Maintain strong working relationships with internal teams, contractors, and partner agencies to support joined up service delivery.
- Support the Neighbourhood Services Manager with operational planning, reporting, and service improvement initiatives.

Customer Focus and Engagement

- Promote a customer centred approach within the team, ensuring NSAs deliver empathetic, solution focused support.
- Support customer involvement activities and engagement events that contribute to safer, stronger neighbourhoods.
- Assist with the investigation and resolution of complaints, ensuring learning is fed back into team practice.

Compliance, Systems & Administration

- Ensure NSAs follow organisational policies, including Health & Safety, Safeguarding, Equality & Diversity, and Data Protection.
- Oversee the effective use of systems and processes to support neighbourhood operations, reporting, and budget monitoring.
- Ensure accurate and timely administrative support is provided to Neighbourhood Officers and the wider directorate.
- Support continuous improvement by identifying opportunities to streamline processes and enhance service delivery.

Other Duties

- Deputise for the Neighbourhood Services Manager when required.
- Undertake any other duties commensurate with the role as reasonably requested.
- Participate in the Out of Hours service on a rota basis.

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To fulfil the requirements of this role you will have experience, skills, and knowledge in the following areas:

Qualifications

- Ideally NVQ Level 3 or equivalent experience.
- Higher level education (post A level) desirable.
- Full clean driving licence and access to a vehicle (desirable).

Experience

- Experience working in a housing, neighbourhood, or customer facing service environment.
- Experience supervising staff or acting as a senior team member.
- Experience dealing with vulnerable customers, including those under stress or presenting challenging behaviour.
- Experience working collaboratively within a team to achieve shared objectives.
- Experience using IT systems to record, analyse, and report information.

Knowledge

- Basic understanding of social housing operations and tenancy management.
- Awareness of legislative and regulatory frameworks relevant to housing (desirable).
- Understanding of tenancy conditions and enforcement processes (desirable).
- Knowledge of safeguarding, equality, diversity, and customer care principles.

Skills and Competencies

- Strong organisational skills with the ability to plan workloads and manage competing priorities.
- Clear, confident communication skills, both written and verbal.
- Ability to motivate, support, and guide others to achieve high performance.
- Effective problem solving, negotiation, and influencing skills.
- Ability to remain calm, resilient, and professional under pressure.
- Strong customer service ethos with the ability to lead by example.
- IT proficiency, including data entry, reporting, and use of digital systems.
- Ability to adapt positively to change and contribute to continuous improvement.

Behaviours and Values

- Acts with integrity, professionalism, and accountability.
- Demonstrates empathy, fairness, and respect in all interactions.
- Committed to delivering excellent customer service.

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- Embraces teamwork and supports a “one team” culture.
- Demonstrates commitment to equality, diversity, and inclusion.
- Shows initiative, enthusiasm, and a proactive approach to problem solving.

Citizen Values – It is important that you live our values

- **BRAVE** – I positively challenge, I actively encourage contribution, and I make decisions and take ownership.
- **AMBITIOUS** – I am driving positive change and innovation, I positively seek solutions, and I strive for excellence.
- **Honest** - I am truthful and open, I do what I say I will do, and I listen and learn from feedback.
- **CITIZEN** - We work together on shared objectives, we create an inclusive environment for all, and we think customer first