

JOB DESCRIPTION

Job title:	Neighbourhood Services Trainee
Team:	Neighbourhood Services Team
Responsible to:	Neighbourhood Services Team Leader
Responsible for:	N/A

1	Main Purpose of Job
1.1	The trainee will assist a team of Neighbourhood Services Officers in providing day to day delivery of a high quality, professional, customer-focussed, efficient and effective Housing Management service direct to SLH tenants and other customers, including the management of our Independent Living Schemes.
2	Key objectives and tasks
2.1	Assisting Neighbourhood Services Officers to plan and co-ordinate the delivery of our knowing our customers project. This will include completing visits with our customers in their homes and the accurate recording of information on our systems.
2.2	Supporting the Neighbourhood Services Team with the recording of new cases, managing calls backs into the team and providing advice and support to tenants as and when required.
2.3	To complete estate and block inspections across our Neighbourhoods and reporting issues to agencies and internal teams to ensure our neighbourhoods and communal areas are clean and tidy.
2.4	To assist in the coordination and administration of all aspects of the Neighbourhood Services Team and relevant service areas.
2.5	To complete starter tenancy reviews with tenants both on the telephone and in their homes.
2.6	To assist Neighbourhood Management Officer with the investigation of Succession, Left in Occupation and Mutual Exchanges cases.
2.7	To study and achieve the Housing Management Level 3 qualification.
2.8	To assist with a range of tenancy management, enforcement, and support initiatives such as new tenancy sign-up, tenancy fraud, noise reports and other neighbourhood management reports.
2.9	To assist with the delivery of community events in our neighbourhoods.
2.10	Develop and maintain effective working relationships with all colleagues, contractors and external stakeholders, engaging fully with all required training.
2.11	Develop an excellent understanding of SLH business and service areas to efficiently signpost, achieving a positive customer experience.
2.12	To ensure all information, contacts and data is recorded accurately on our housing management systems.
3	General Terms & Conditions
3.1	Meet performance management targets and support the delivery and achievement of corporate objectives.
3.2	To undertake any other tasks and duties within the scope and grade of the post.
3.3	To carry out all duties with due regard to the provisions of Health and Safety Legislation.
3.4	To be prepared to work flexibly outside normal office hours.
3.5	To be aware of SLH safeguarding policy and to take responsibility to act as an alerter
3.6	Agree to act in accordance and actively promote SLH's Equality & Diversity commitments in all areas of work.
The contents of this job description are not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take account of changes and developments in service requirements.	
I agree to abide by the terms of this job description	
Signed	
Print Name	
Date	

Person Specification

		Desirable/ Essential	Method of Assessment
Qualification	A-Levels or equivalent (grade A* - C / 9-4)	E	CV
	CIH Housing Qualification or working towards	D	
Experience	Working in a Customer Service focussed environment.	D	CV/CL/I
	Working effectively as part of a team	E	
	Working in a housing environment	D	
Knowledge	Good ICT skills.	E	CL/I
	A good understanding of the principles of customer service.	E	
	An understanding of social housing.	D	
	Knowledge of the local area (Speke & Garston)	D	
Skills	Ability to deal with queries calmly and efficiently.	E	CL/I
	Good attention to detail	E	
	Self-motivated and able to take responsibility for their own personal and professional development.	E	
	Good communicator (in person, via telephone and in writing).	E	
	Professional attitude with the ability to work in a confidential, ethical and empathetic manner	E	
	Able to handle the requirements of a level 3 qualification.	E	

CV= Curriculum Vitae

SS = Supporting Statement

I = Interview process