



Role Profile

Job Title: Trainee Neighbourhood Housing Officer (Year two)	Role Profile Number: HG00015
Grade: L	Date Prepared: May 2017
Directorate/Group: Housing	Reporting to: Housing Manager
Structure Chart attached:	No

Job Purpose

You will complete a two-year training programme that will provide you with the necessary operational and academic skills and experience to perform the role a Neighbourhood Housing Officer or a role of a similar nature within Tenancy Services.

To achieve this, you will currently be half way through your training plan and building up your knowledge and expertise in this area. This includes taking responsibility for certain aspects of a Neighbourhood Housing Officer role, specific project work and attending University one day per week so that you can obtain a professional qualification of the Chartered Institute of Housing (CIH).

Building upon your first year, you will be given extra responsibility so that you continue to develop the skills and knowledge needed to be a successful Neighbourhood Housing Officer.

Key Accountabilities

- To undertake housing management case work under minimal supervision
- Undertake specific projects for Tenancy Services
- To study and successfully complete all assignments and examinations in relation to the CIH accredited professional qualification.
- To provide support and backup to housing management teams. Under the minimal supervision of the Housing Manager, carry out duties as required and considered appropriate to develop your experience of housing management functions.

- To develop experience and knowledge by providing housing management functions within a defined area that is considered suitable to this post.
- Gain knowledge and experience of relevant services provided by Housing and outside agencies, through placements offered during the training programme.
- Gain an understanding of the democratic and decision making processes of Housing, Tenancy Services and Swindon Borough Council.
- You will be expected to carry out other activities which fall within the scope of this post and which are at a similar level of responsibility.
- Attend and participate in both internal and external training courses where it is considered appropriate.

Supplementary Accountabilities

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- To promote equality and diversity best practice in all areas of work and promote and implement the Council's equal opportunity policies and practices in relation to employment and services.
- Representing the Council's commitment to tenant participation through actively developing and sustaining links with tenant groups and other appropriate representative groups.
- Maintaining awareness of the Tenant Participation Agreement for Swindon and, where required, assisting with the achievement of targets and commitments.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

- Work within agreed confidentiality policies and protocols.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this unless stated otherwise:

- Commitment to a career in Housing with Swindon Borough Council
- An understand of the Neighbourhood Housing Officer and wider Housing role
- Working as part of a team
- Some experience or knowledge of working with members of the public
- An ability to travel throughout the Borough of Swindon.
- Must be fluent in the English language (as a requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role)

Qualifications

- GCSE Grade C or above, or equivalent in English and Maths (minimum)
- NVQ level 3 and 4 or equivalent (minimum)
- 2 A-levels or equivalent (preferred)
- Degree (preferred)

Decision Making

- Under the supervision of the Housing Manager decisions concerning tenancy matters. This may include, but is not limited to decisions where a tenant has rent arrears, suffers anti-social behaviour or concerning other tenancy management queries.

Creativity and Innovation

- Finding solutions to Tenancy Services issues needs officers to think outside normal procedures and tools available.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Project work • Tenancy management • Supporting teams <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Referrals to specialist staff or external agencies 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>10,500 tenancies</p> <p>£40 + million rental income</p> <p>New technology</p> <p>Major changes to benefits</p>
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Contacts and Relationships

- Officers
- General public
- Members
- Partner Organisations

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- **Data Protection:** In accordance with the provisions of the Data Protection Act, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	