



Role Profile

Job Title: Lead Neighbourhood Housing Officer	Level: N	Post No: CEN95
Directorate: Adults - Housing	Job Family: Housing	Date Prepared: January 2021

Role reports to (Job Title): **Neighbourhood Housing Manager**

Job Purpose:

To supervise and line manage a small number of officers and/or teams throughout tenancy services. Provide guidance and act as a flexible resource in dealing with complex issues and cases in all tenancy matters. Support the Neighbourhood Housing Manager and deputise for them in their absence. To be responsible for new initiatives and/or one off projects throughout Tenancy services.

Key Accountabilities:

1. To supervise and line manage a small number of officers in own and other teams throughout Tenancy services
2. To be responsible for the implementation of new initiatives and/or one off projects throughout Tenancy services
3. To recruit, induct, mentor, train and coach new officers within own team whilst developing existing staff
4. To role model expected behaviours and values, act as an ambassador for Swindon Borough Council. Represent the Borough in external and internal meetings with residents, partners and stakeholders
5. Be responsible for the performance of officers that you manage taking appropriate and robust action where necessary. This may include taking disciplinary action in consultation with manager
6. To ensure and embed a culture of continuous improvement and performance in officers, projects and initiatives that you are responsible for
7. To be responsible in dealing with complex and protracted cases and/or seek successful resolutions in complaint satisfaction to all parties including MP's and Councillor's. Provide support to team when dealing with difficult and stressful situations
8. To fully deputise in the absence of Neighbourhood Housing Manager and be first point of contact

9. Monitor the performance of team members in key areas such as tenancy management and anti-social behaviour and provide statistics and summary to the Neighbourhood Housing Manager
10. Be a leading and flexible resource in the Neighbourhood Housing team in dealing with more serious and complex cases in the following areas:
 - Anti-Social behaviour
 - Attend court where necessary on possession and injunction cases
 - Liaising with agencies who deal with domestic violence, drug and alcohol dependence, disability, age related or mental health issues where the tenants/households behaviour is putting the tenancy at risk
 - Tenancy and estate management issues
 - Provide additional support and enable households in crisis, such as vulnerable adults, tenants whose homes are in a poor state of cleanliness, victims of serious incidents and natural disasters such as fire and flood
 - Complete urgent transfer requests
11. Where necessary, write reports about households, liaise with key workers in other sections of Housing, other departments in the council and external agencies about cases of mutual interest. Make referrals to other agencies
12. Oversee evictions in accordance with Council policy.
13. Present cases in conjunction with the council's solicitor and when required, attend site to supervise entry to the property
14. Monitor team and individual performance with regard to rent arrears and anti-social behaviour case load
15. Assist in obtaining access for important works such as gas, electric and front door upgrades
16. Be responsible within the team for the management of queries raised through workflow, through the correspondence/enquiry system, ensuring team performance targets are being met
17. Have responsibility for reviewing red flag markers and reviewing intensive management cases
18. Assist in the process of reviewing flexible tenancies
19. Undertake any other duties as allocated by the Neighbourhood Housing Manager appropriate to the grading level of the post

Supplementary Accountabilities:

1. To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development

2. To promote equality and diversity best practice in all areas of work
3. Representing the Council's commitment to tenant participation through actively developing and sustaining links with representative groups
4. Maintaining awareness of the Tenant Participation and, where required, assisting with the achievement of targets and commitments
5. 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
6. 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
7. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy
8. Work within agreed confidentiality policies and protocols
9. At times you will be required to work evenings and/or Saturday mornings
10. You will need to have the flexibility and ability to change, as the role entails working in a rapidly changing environment

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

Job Scope: No & type of jobs Managed:

Number and types of jobs managed

- Team is responsible for over 2,500 properties
- Neighbourhood housing Team comprises 5/10 members of staff some of whom, you will be directly responsible for.

Typical tasks supervised/allocated to others

- Neighbourhood Housing Officers deal with day to day management issues
- Be responsible for other, smaller teams, such as mutual exchange and sign up team or similar type team.

Job Scope: Arrears recovery/tenancy and estate management.

Responsibility:

Deputise for Neighbourhood Housing Manager

Budget: None

Assets: None

Knowledge & Experience:

Minimum:

- GCSE Grade A-C, or equivalent in English and Maths
- NVQ Level 3 or HNC in Housing or studying for related qualification
- Have considerable experience working with the public and for a social landlord
- Experience of rent arrears recovery and anti-social behaviour casework
- Experience of working with tenants and or community groups
- Ability to visit tenants in their home, 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)

Preferred:

- Some understanding of benefits
- Face to face experience in working with members of the public, including vulnerable people
- Experience of taking enforcement action
- Experience of managing staff
- Knowledge of relevant legislation and good practice including welfare reform changes

Decision Making:

1. Recommend possession action and eviction where appropriate
2. Being responsible for self and a small number of officers and/or teams
3. Ability to make decisions based on data and best practice
4. Finding solutions to complicated estate and tenancy issues requires officers to think outside normal procedures

Contacts and Relationships:

Written: standard letters, but also create ad-hoc ones dealing with more complex cases. writing reports, designing and completing forms

Verbal: Giving specialist and general housing advice to tenants from a wide range of backgrounds and circumstances.

Ward councillor's, locality lead, MPs, benefit agencies, welfare advice agencies, Children's, SEQOL

Internal – Housing Officers, tenant representatives, Children's Services, Legal, Learning and Disability team.

External - Vulnerable tenants, Probation, Mental Health, Police, Charities.

Working in a collaborative manner with external and internal customers, community groups to help solve complex household and neighbourhood challenges.

Creativity & Innovation:

Finding solutions to complicated estate and tenancy issues needs officers to think outside normal procedures and tools available. Has input into the procedure review process.

Health and Safety:

In accordance with the provisions of the Health and 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 co-operate 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

Data Protection:

In accordance with the provisions of the Data Protection Act 2018, 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 Manager's Signature

Print Name:

Date: