

Role Profile	
Role Title:	Neighbourhood Housing Officer
Reporting To:	Neighbourhood Manager
Role Purpose:	To take responsibility for providing a high quality customer focused management service to a defined area. This will include effective management of all Worthing Homes property including garage sites, amenity areas and other open spaces.
Key Organisational Accountabilities	
Customer Focus	<ul style="list-style-type: none"> • To contribute to the work of the neighbourhood teams to deliver excellent quality, flexible, customer focussed services to enable us to achieve, or exceed, our customer satisfaction targets. • To work well with colleagues across the business so that we provide joined up services that meet our vision and values. • To demonstrate a high level of commitment and excellence in delivering both external and internal customer services.
Our Values	<ul style="list-style-type: none"> • To set high standards and role model our values of customer focus, respect, clear, innovation and accountability.
Key Functional Responsibilities	This post holds accountability for the day-to-day management of a neighbourhood patch. Working remotely in the community to identify problems, interact with customers/agencies to resolve issues and provide a great customer experience.
	<p>Performance</p> <ul style="list-style-type: none"> • Deal with reports of Anti-Social behaviour - liaise with customers and agencies to safeguard people in the community and make appropriate referrals e.g. risk assessments, adult/child social services, domestic abuse, and family support • To encourage tenants to comply with their Conditions of Tenancy, taking appropriate action where the tenant's obligations are not being met, including referral to the Neighbourhood Manager for advice regarding legal action where necessary, in accordance with current procedures. • Assist customers at the end of tenancy process, keeping all departments up to date to ensure properties are ready to re-let as quick as possible. • To undertake new tenant sign up pack and carry out home visits in accordance with the defined procedure. • Deal with requests in relation to transfers, mutual exchanges, successions and assignments in accordance with the defined procedure. • Deal with unauthorised occupation, squatters and abandoned properties in accordance with the procedure. • Carry out regular inspection of neighbourhoods, garage sites and other land owned by Worthing Homes, taking appropriate action to ensure that there is a pleasant, clean and safe environment for tenants, leaseholders and the public using these areas. This will

include dealing with or reporting problems to the appropriate department in respect of rubbish clearances, abandoned vehicles, grounds maintenance, playground inspections, tree works and cleaning with the assistance of the Neighbourhood Warden.

- Deal with requests for accessibility aids and adaptations for disabled customers, including liaison with property services and the council as specified in the relevant procedure.
- Manage fixed term tenancies, taking appropriate action and meet deadlines to renew or bring tenancy to an end
- Deal with applications from tenants to make alterations/improvements to tenancy premises, liaising with the neighbourhood surveyor to make decisions in line with the procedure.
- Deal with applications from tenants requesting internal decorations and ensure the relevant procedure is followed.

Communication

- Tailor communication methods and style to accommodate the needs of all customers.
- Liaise with the neighbourhood surveyor regarding repairs/maintenance of company property and environmental improvements.
- In liaison with the Asset team, to consult with tenants prior to and during the course of improvements and major repair works. Liaise with the Lettings team leader where decanting is necessary.
- Liaise with the Sales and Leasehold Adviser to ensure that leaseholders comply with the terms of their lease and that appropriate action is taken in relation to breaches within the neighbourhood.

Record keeping

- Be responsible for updating company records and ensure an audit trail of communication with customers, agencies and contractors is documented on the appropriate systems. Actions agreed and all information should be readily available to view by all staff.
- Complete documentation relating to housing management information and monitoring statistics.

Partnership working

- Work with other agencies (including Social Services, Community Mental Health Team, Police, etc.) to seek solutions to problems and provide updates on our cases at regular meetings.
- Liaison with resident's association representatives concerning neighbourhood management matters, including attendance at resident meetings
- Play an active part in the neighbourhood team in community projects and tackling problem areas

Policies

- To be familiar with and comply with all relevant procedures for the post contained in the Housing Services Procedures Manual

	<ul style="list-style-type: none"> • Play a key part in improving existing policies to enhance the customer experience by identifying and creating efficiencies. <p>Customer service</p> <ul style="list-style-type: none"> • Provide a high level of customer service to both internal and external customers • Ensure all service standards are adhered to in relation to turnaround time for call backs, emails and relevant deadlines are met to meet the customer service standards. <p>Finance and Budgetary control</p> <ul style="list-style-type: none"> • To keep financial records of work raised and ensure they are validated for payment. <p>Responsibilities</p> <ul style="list-style-type: none"> • Ensure all policies and procedures are adhered to at all times and that all legal requirements and good practices are observed.
Corporate responsibilities	All employees share our corporate responsibilities
Health and Safety, Equal Opportunities and Risk	<ul style="list-style-type: none"> • To ensure that Worthing Homes provides a safe place to work and live for our customers and staff and that we demonstrate a high standard in Health and Safety policy and practice across the organisation. • To demonstrate our commitment to fairness as a provider of homes and as an employer. • To ensure that we deliver all of our services while ensuring the effective management of risk.
Person requirements to fulfil the role	
Qualifications	<ul style="list-style-type: none"> • Minimum of two GCSE's including Maths and English - DESIRABLE • Formal Housing education such as Chartered Institute of Housing study is desirable - DESIRABLE
Behaviours	<ul style="list-style-type: none"> • The post holder must be able to demonstrate a commitment to and the ability to role model our values.
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent customer service and interpersonal skills and an ability to build effective relationships with customers, colleagues and stakeholders - ESSENTIAL • Ability to communicate clearly orally and in writing - ESSENTIAL • Ability to prioritise own work and manage diary to meet deadlines - ESSENTIAL • Ability to work as a key member of a team and with other business areas - ESSENTIAL • Strong customer focus - ESSENTIAL • Ability to problem solve and manage cases to resolution - ESSENTIAL • Ability to use Microsoft Office - ESSENTIAL • Ability to create partnerships with stakeholders who are key to the delivery of business objectives - DESIRABLE • An understanding of housing legislation and practise – ESSENTIAL • Management and enforcement of different tenancy types - DESIRABLE

Experience	<ul style="list-style-type: none"> • Experience of preparing letters, reports and other documentation to customers and external agencies - ESSENTIAL • Experience of assisting in the development of policies and procedures - DESIRABLE • Working with people who have complex needs to provide guidance, support and signpost for appropriate help - DESIRABLE
Leadership (If applicable)	<ul style="list-style-type: none"> • The post holder will have the ability to be an effective role model for Worthing Homes by displaying the values and being an ambassador in the community.

Note: All Worthing Homes employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.