**ROLE PROFILE**

**Role Title: Neighbourhood****Officer**

**Service Group: Housing & Regeneration**

**Accountable to: Neighbourhood Services Manager**

**Grade: G Competency Level: 2**

**Date: February 2020**

**JE Code: JE1720**

**Role profile**

You will:

* Work with Housing colleagues to deliver outstanding performance, high customer satisfaction and value for money.
* Work as part of the Neighbourhood Teamto deliver outstanding housing and support services, and contribute to the delivery of the Council’s strategic objectives.
* Build excellent internal and external working relationships to enhance service delivery.
* Support the Neighbourhood Services Manager and Team Leaders to deliver the Council’s and Directorate’s objectives.

**Purpose of job**

1. To contribute to a team of highly trained professionals to provide an effective and customer focused estate and tenancy management service
2. To ensure the Council complies with the Housing Acts and Health & Safety legislation and all related statutory guidance.
3. To contribute to the development of the team plan and service plan and to work within the current policies and procedures in relation to the Housing Service.

**Key Objectives**

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| 1 | **Managing resources**  Prioritising your own work to ensure effective management on a day to day basis  Inform your team leader of any issues or delays arising to ensure we are always working in a cost effective way that safeguards resources.  Encourage effective working relationships within the team and services; promoting attendance and performance, in line with Council policy.  Promote the vision, objectives and values of the Council; represent the service at a local level  Support the **Neighbourhood Services Manager** to promote and maintain a culture of collaborative and consultative working between services, Members and external partners to maximise efficiency and effectiveness. |
| 2 | **Service Planning and Development**  Provide advice to your colleagues, elected members and the public on the Housing Acts, Localism Act 2011, Housing & Planning Act 2016 and Homelessness Reduction Act 2017. As well as Council policy and procedures relating to tenancy management.  Contribute to the development and implementation of operational & team plans in your area of responsibility  Support and work with the **Neighbourhood Services Manager**  and Team Leader to ensure the continuous development of the service. |
| 3 | **Communication and Customer Focus**  Act as community engagement champion for a defined area and work with the customer engagement team to ensure tenants are able to influence and scrutinise the services they receive  Have a good understanding and knowledge of policies and systems within the Neighbourhood Service.  Inform and receive feedback (including complaints and suggestions) from councillors, residents, partners, and stakeholders.  Ensure that customer-focus is promoted as a core value.  Committed to a provision of a high level of service to meet customer needs by providing and delivering professional and high quality services and to take appropriate action for continuous improvement.  Work with colleagues to promote good customer care, and establish effective relationships. |
| 4 | **Performance Management**  Manages own workload to deliver an effective service, by planning prioritising and completing tasks in a timely manner  Actively engages in personal and team development by contributing to 1-1’s, appraisals, team meetings and performance reviews. Supporting changes being implemented.  Identify potential efficiency savings/gains within the service and take action to realise these in order to maintain the ongoing drive towards continuous service improvement. |
| 5 | **Taking Responsibility**  Contribute to the overall management of risk, ensuring that lines of accountability are understood and systems are complied with.  Monitoring and evaluating risk to secure the reputation and physical, virtual and intellectual resources of the Council. |
| 6 | **Managing Change**  Demonstrates a positive and flexible approach. To request help and support. Contribute to agreed changes in methods of working and be responsive to business demands  Support the **Neighbourhood Services Manager** andTeam Leader in working with colleagues and partners to identify future requirements in relation to the best professional and corporate standards.  Engage with the Neighbourhood project lead in the management of allocated projects. |
| 7 | **Neighbourhood**  To ensure the highest quality of local authority housing by undertaking investigations, inspections and enforcement activities in response to complaints and enquiries, ensuring that government and council policies, objectives, plans, priorities and legislation are successfully implemented.  To work as part of a front line team, providing housing advice and assistance to the community, and carrying out tenancy and estate management work to support safe and sustainable communities.  To carry out annual tenancy audits of all properties and regular visits as required to deal with tenancy issues ensuring prompt tenancy changes such an Introductory to secure, introductory extensions, joint to sole and others.  To develop and deliver a programme of estate and block inspections in partnership with local residents to ensure estates are clean and safe  To take or commission appropriate action to deal with estate, block and property matters, such as, disrepair, litter, dumped rubbish, poorly maintained landscaping, graffiti and abandoned vehicles  To liaise with estate based staff such as cleaners, caretakers, and maintenance contractors on estate and block work which is required.  To deal effectively with nuisance or anti-social behaviour working together with the ASB team where necessary so that our estates are clean safe places to live.  To support resident involvement, community development and crime reduction initiatives so that residents feel safe and are empowered to make a positive contribution to their community.  Take ownership of the void and re-let process to ensure that empty homes are re-let as quickly as possible to maximise income to the Housing Revenue Account and meet housing need, by ensuring other teams are aware of evictions and following up on cases of abandonment.  To maximise the collection of rent, arrears and other sources of income, both to help sustain tenancies and to maintain the viability of the Housing Revenue Account.  Ensure all relevant information is recorded on agreed databases in order to allow accurate reporting of all required data. Collate information and statistics including FOI requests and report writing both monthly and on an ad hoc basis.  Demonstrate ability and competence in assessing cases independently without reference to a senior officer. To lead on specialist areas of work as appropriate  Carry out visits to all appropriate venues to ensure prompt responses to issues to support tenancy sustainment and safe neighbourhoods. The majority of visits will be conducted alone therefore processes to ensure safe working must be followed.  The role holder may at times become aware of safeguarding issues and must take responsibility to ensure the appropriate action is taken and acknowledges the role’s wider duty of care.  To work as required either through staff absence or changes in service demand in any of the housing teams. |

**Scope**

The Neighbourhood Service is a critical front line service for Milton Keynes Council. In keeping with the national trend, homelessness in Milton Keynes has been increasing for a number of years. It is essential that every measure is taken to help people sustain their current accommodation whilst providing support to those who need it most.

You will ensure the Council complies with all statutory obligations, with regards to Tenancy Management and that the correct legal and technical advice is given to all customers and stakeholders.

You will support the development of policy within your service area, as well as contributing to wider policy development across the Council. You will support the **Neighbourhood Services Manager** and Team Leader to undertake strategic long-term planning, taking into account the managerial, legislative, regulatory and national/regional/local and political context. This means you will work closely with other service areas corporately and with Councilors.

You will represent the services at relevant forums, as required by the **Neighbourhood Services Manager** as well as on relevant outside bodies, government bodies and other agencies as appropriate to the Service.

You will have knowledge and/or experience in practical application of the legislative, regulatory and national/regional/local and political context applicable to Tenancy Management.

You will promote partnership and collaborative working through joined up service delivery, developing and maintaining key relationships with people inside and outside the council, including (but not limited to) other services and directorates, registered providers and private landlords and the voluntary sector. You will champion resident involvement at a local level across a defined patch.

You will support the delivery of corporate financial and performance improvements through a programme of continuous service improvement and effective performance, people, project, financial and contract management systems.

You will keep abreast of the local government agenda, in particular national policy.

**Work Profile**

**FUNCTIONAL**

1. Support the development of policy within your service area, as well as contributing to wider policy development across the Council.
2. Support the **Neighbourhood Services Manager** and Team Leader to undertake strategic long-term planning, taking into account the legislative, regulatory and national/regional/local and political context.
3. Support the development of innovative and creative solutions to problem solving, manage the best use of the resources for all users of the service.

**PERFORMANCE AND SERVICE QUALITY**

1. Support the development and implementation of service improvements and corporate initiatives to deliver innovative services.
2. Ensure that Council policies and decisions are implemented correctly, having due regard to financial regulations, contract procedures and standing orders of the Council, and ensuring that insurance and statutory requirements are met.
3. Contribute to the delivery of outstanding performance, to deliver cutting edge service delivery for customers.
4. Ensure that decisions are implemented correctly, that all necessary approvals are obtained, and that commissioned works are carried out effectively and efficiently having regard to budgets.
5. Contribute to your performance monitoring within your area of responsibility, including areas of underperformance, to ensure effective delivery and high standards are maintained.

**CULTURE AND APPROACH**

1. Support the development of a positive organisational culture that is outward looking, performance and customer focused.
2. Develop effective partnerships with other services and organisations to deliver joined up services and responses.

**COMMITMENT**

1. Attend meetings, internal and external to the Council, with stakeholders, which may involve working outside of normal working hours.
2. Undertake any other duties consistent with the basic objectives of the post and of the Service.

**HEALTH AND SAFETY**

1. Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
2. Develop and implement an annual programme of estate and block inspections

**TECHNICAL AND PROFESSIONAL**

1. Ensure that relevant legislation, regulations and guidance regarding Housing are complied with.
2. Have a full UK Driving Licence and access to a vehicle for business use

**Job Context**

**PERSON SPECIFICATION**

**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified**

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant**  knowledge and skills gained through practice and/or qualification sufficient to fulfill the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfill the role requirements and contribute to training others and developing policy and practice in the work area

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| **PERSON SPECIFICATION** | **Examples specific to role** | **Required** | | **Level** | | | **Method of Assessment application form, interview, testing, reference** |
| **Essential** | **Desirable** | **Awareness** | **Significant** | **Extensive** |
| **SKILLS AND KNOWLEDGE**  **Technical knowledge and qualifications** | 5 GCSEs grade A-C including English (or equivalent level of educational attainment)  Chartered Institute of Housing Professional Qualification or equivalent  Able to demonstrate knowledge of relevant housing legislation  Able to demonstrate an awareness of IT systems and able to use Word and Excel | X  X  X | X |  |  |  |  |
| **Planning and organising work** | Able to manage a high workload and conflicting priorities | X |  |  |  |  |  |
| **Influencing and interpersonal skills** | Able to act as an ambassador for the Council  Experience of communicating verbally and in writing to a range of audiences.  Setting an example by displaying an active commitment to a culture that embraces excellent customer service | X  X  X |  |  |  |  |  |
| **PROBLEM-SOLVING**  **Using initiative to overcome problems** | Being open to ideas on how to improve the service area, taking measured risks to try new ideas | X |  |  |  |  |  |
| **Managing change** | Able to identify issues and develop future operational plans | X |  |  |  |  |  |
| **Supporting People** | Able to demonstrate mentoring skills with colleagues and supporting customers  Able to influence, persuade and negotiate to achieve positive outcomes | X  X |  |  |  |  |  |
| **ACCOUNTABILITY AND RESPONSIBILITY**  **Undertakes tasks without supervision** | Able to plan and prioritise work and delivery to deadlines | X |  |  |  |  |  |
| **Managing resources** | Able to use resources efficiently and effectively in line with Council guidelines | X |  |  |  |  |  |

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements, Customer Focus, Communicating and Engaging, Managing Resources and Risk, Organising and Improving Performance, Taking Responsibility, Team Player, and Excellent Leadership**

**CORPORATE SAFEGUARDING STATEMENT – All post holders must be committed to applying and upholding the Council’s Corporate Safeguarding Policy Statement. Specific safeguarding responsibilities should be detailed in this document.**

**SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.**

**TRANSPORT REQUIREMENT: Have a full UK driving licence and access to a vehicle for business use**

**Other information e.g.**

* Able to travel to meet service delivery requirements
* Available to undertake work outside of normal working hours

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| Signed Line Manager | Signed Service Director | Date |
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| Print Line Manager | Print Service Director | Date |
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