

# Role Profile

<b>Job Title</b>	Housing Officer – Neighbourhoods		
<b>Reporting into</b>	Area Housing Manager		
<b>Directorate</b>	Neighbourhoods	<b>Working Style</b>	Field/Scheme Based
<b>Responsible for</b>	Scheme Coordinator, Estate/Scheme Workers (where applicable)		
<b>Level of Work</b>	Level 1 - Team Member		

## Summary of Role:

As a Housing Officer - Neighbourhoods, you will be the primary relationship manager for our customers, providing and coordinating an effective front facing customer service. You will work collaboratively with colleagues across the organisation to ensure services are delivered within appropriate timeframes.

## Key Areas of Responsibility:

- Act as the primary relationship manager for between 450 and 650 of our customers - providing and coordinating an effective front facing customer service and working collaboratively with colleagues across the organisation to ensure services are delivered in line with our values, policies, and operational standards, and to maximise outcomes for customers and LiveWest.
- Responding to all routine permissions, queries and requests. Undertake tenancy viewings, sign ups and conversions. Ensure compliance with contract terms and dealing with breaches promptly and efficiently.
- Respond to and take ownership for resolving all reported cases of harassment, domestic abuse, hate incidents, tenancy fraud or other breaches of contract within defined patch – working collaboratively with colleagues and specialist teams.
- Oversee the quality of estate services and service contracts to agreed standards and ensuring delivery of value for money.
- Line management of scheme/estate colleagues (where applicable).
- Health and safety checks, scheme risk assessments and visual fire inspections and fire risk actions on schemes are proactively managed and relevant records are maintained.
- Lead the delivery of vibrant resident engagement and support community development objectives within geographic patch to promote business objectives and support tenancy and neighbourhood sustainability.
- Build and maintain relationships with colleagues, councillors and other statutory/voluntary agencies; maximise partnership work in the delivery of all tenancy, estate and neighbourhood management services.
- Proactively and robustly managing sustainable tenancy agreements ensuring tenants understand and fulfil their tenancy obligations.
- Proactively and robustly managing estates to ensure they are well presented at all times.
- Contribute to the development of new schemes from early proposals through to successful and sustainable management.
- Resolve complaints and deal with challenging situations.

### Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Experience in social housing or related profession.
- Experience of tenancy, estate and neighbourhood management including dealing with tenancy breaches e.g. access, squatters, abandonment.
- Working knowledge of social housing policy, good practice, current trends and application, Housing law and legislation, anti-social behaviour legislation and practice, leasehold legislation and service charge legislation.
- Understanding of housing management, community development and resident engagement.
- Knowledge of workplace Health and Safety practices and legislation. (D)
- Ability to plan own workload; manage competing priorities whilst maintaining a high quality of work.
- Ability to work effectively in a fast-paced environment adapting to be able to manage competing priorities.
- Excellent customer focus and ability to improve customer satisfaction.
- Good level of IT skills including knowledge of MS office suite.
- Valid UK driving licence and access to a suitable vehicle.
- Excellent leadership and communication skills.




### Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- CIH / HNC in Housing or relevant equivalent expertise through experience and study - Level 4 CIH. (D)
- Evidence of continuing professional development.

### Safeguarding and Lone Working:

- Basic DBS Check.
- Lone Working.

### Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p><b>We communicate effectively</b> <i>We ensure effective flow of information and ideas</i></p>		

*The above criteria are considered essential unless indicated as desirable (D)*

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.