



JOB DESCRIPTION

Job Title **Neighbourhood Officer**
Responsible to: **Head of Housing Services**
Reporting to: **Neighbourhood Team Leader**
Hours: **35 per week**

OBJECTIVES OF THE POST

The post holder will work closely with the Neighbourhood Team Leader and the rest of the Neighbourhood Team to deliver an excellent service to the Association's social tenants and mid-market tenants. The Association has a dedicated Income Maximisation Team so the Neighbourhood Officer role is specifically in relation to Allocations, Anti-Social Behaviour, Estate Management and all other related Tenancy Services. The post holder will have a key role to play in managing our estate and linking services from other teams including the Income Maximisation Team, the Advice Services Team, Repairs, Investment and Community Development for the benefit of the communities we serve.

PRINCIPLE DUTIES

General

1. Assist the Team Leader in the operation of the Neighbourhood Team in their day to day role.
2. Prepare statistical information on housing management tasks, as directed, including assistance with the Annual Return on the Charter.
3. Assist the Team Leader and Head of Housing Services in Policy Development and the preparation of agreed procedures to ensure compliance with Policies.
4. Ensure that the Association keeps abreast of legal, policy and good practice developments which may affect service delivery.
5. Assist in the preparation and presentation of reports to Committee.
6. Attend evening meetings when required.

7. Attend and contribute to staff meetings.
8. Meet performance standards, especially in relation to Letting

Tenancies

1. Organise the allocation of vacant properties including home visits, viewing arrangements, nomination arrangements and issuing offers in accordance with agreed policy and procedures.
2. Carry out the signing up of new tenants as well as settling in visits thereafter.
3. Carry out annual visits.
4. Implement abandonment procedures, where necessary.
5. Implement Homelessness and Tenancy Sustainment procedures

Housing List

1. Organise for lists to be drawn from the computer system.
2. Select from the Housing List

Tenant Liaison and Estate Management

1. Carry out duties associated with the Association's Estate Management Policy including dealing with neighbour disputes, anti-social problems and liaison with other appropriate agencies such as Police, Community Relations Unit and Environmental Health.
2. Contribute to the Association's Tenant Participation by attendance at Tenants Meeting and an awareness of good practice in this field, in conjunction with the Team Leader, Head of Housing Services, Community Initiatives Manager and other staff and Sections in the Association.
3. Carry out quarterly Estate Management inspections to all of the Associations properties, including factored stock.
4. Liaise with our Concierge Teams and external agencies to ensure good quality estates services are delivered to our customers.

Mid Market Rent

1. Responsible for co-ordinating the legal, financial and operational responsibilities in relation to the market rented and private rented properties.
2. Advertise and arrange allocation of mid-market properties
3. Production of inventory reports for properties at the point of let

4. Carrying out sign-ups with mid-market rent tenants
5. Carrying out viewings of properties with applicants, plus six monthly visits.
6. Carrying out estate management visits of mid-market rented stock
7. Liaise with the Maintenance department to ensure properties and common areas meet the letting standard
8. Carrying out End of Tenancy inspections and managing inventories and return of deposits.
9. Managing tenancies in accordance with legislation relating to Short Assured Tenancies and Private Residential Tenancies.

Position in Structure:



Reward, incentive, conditions:

EVH Grade 7 PA22 – PA25

35 hour working week over 5 days a week, Monday to Friday 9.00am – 5.00pm.

Salaried position with 25 days annual leave plus 15 days public holidays.

Company Pension scheme.

Person Specification: separate document

Any special circumstances or planning issues:

Job Holder:

Issue Date: