**Job Description**

**Senior Neighbourhood Officer**

 **Role Profile** Manager Band J (MUL079)

**Service/Team** BCP Homes

**Reports to** Service Manager – Housing Management and Lettings  **Number of posts** 1

**Post number**

**Career Grade**

**My job improves the quality of life for the people of Bournemouth, Christchurch & Poole Council by…**

Helping to provide safe, secure and sustainable homes for council tenants thereby enabling opportunities for people to live well.

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**Job Overview**

To manage the provision of clean and safe neighbourhoods and communal areas associated with council homes. To support safety within communal areas by overseeing the programme of regular inspections to identify hazards. Engage with residents to improve services and ensure high service standards of communal spaces.

**Key responsibilities**

* Manage and co-ordinate the work of the Neighbourhood Team to ensure that the flat block inspection programme is undertaken, and that communal areas and neighbourhoods are well maintained, clean and safe ensuring that strategic objectives are adhered to.
* To ensure that communal areas are kept safe for residents to use by monitoring that Fire Risk Assessment annual reviews are completed, asbestos checks to communal areas are completed and other building safety issues dealt with or reported accordingly.
* Lead and support the Neighbourhood team through coaching, training and development to deliver an effective service that improves the lives of residents and provide advice and guidance in cases, acting as a point of escalation with tenants and other stakeholders so issues resolved appropriately.
* Undertake performance monitoring to ensure that procedures and service standards are being followed and that all legal and regulatory requirements are met.
* Ensure that other teams and external contractors meet the level of service standards required and that action is taken to resolve issues.
* Resolve complex or contentious issues where there are a range of options and information is unclear and conflicting.
* Contribute to the development and implementation of policies, procedures and the Housing Revenue Account Delivery Plan to support an efficient and effective income collection service and identify and manage small projects that lead to improvements.
* Ensure that customer feedback is sought and used to analyse performance and shape the strategic direction of the service by recommending and implementing changes to drive service improvements.
* Present information to resident panels, committees and groups working with them to improve services.
* Attend and present information to the BCP Homes Advisory Board where required including in the absence of the service manager.
* Analyse performance data and produce reports relating to neighbourhood management, performance and issues, to support strategic service planning and development.
* Work in partnership with internal and external stakeholders, including other agencies and partners, to share information and enable effective collaboration to inform the strategic direction of the service in improving neighbourhoods and supporting residents.

**Specific Qualifications and Experience**

* Degree in a relevant subject or be able to demonstrate equivalent knowledge, skills, and proven experience in housing and neighbourhood management services.
* A relevant professional qualification (or equivalent experience) in housing and evidence of continuous professional development that demonstrates understanding of best practice.
* A relevant qualification (or equivalent experience) in managing a team, including performance management.
* Authoritative knowledge of the work practices, processes, procedures, and policies relating to housing and neighbourhood management including the legal and regulatory requirements and the risks of non-compliance.
* Knowledge of all relevant legislation, statutory guidance, national codes, and standards.
* Experience of analysing data and interpretating feedback from residents to identify and implement process improvements and inform service design.
* Experience of working with external partners including community leaders, public sector agencies and the voluntary sector to identify, recommend and develop improvements to the efficiency and continuity of the service.
* Experience of managing a caseload.
* Experience of handling and investigating formal complaints and responding to escalated customer issues.
* Experience of understanding complex procedures and preparing complex documents.

## Personal Qualities & Attributes

1. Able to build and maintain positive working relationships with customers, colleagues and external agencies.
2. Ability to provide advice and guidance to colleagues based on professional knowledge and experience.
3. Good verbal and written communication skills.
4. Ability to understand and explain complex legislation clearly and communicate matters relating to housing legislation to a varied audience.
5. Commitment to providing high levels of customer care.
6. Keen to acquire new skills and knowledge.
7. Able to manage a large complex workload and remain calm under pressure.
8. Ability to exercise judgment, sensitivity and discretion to develop and manage stakeholder relationships and assigned cases.
9. Ability to negotiate, influence, resolve conflict and deal with contentious issues appropriately and effectively to achieve required outcomes.
10. Ability to work across multi-disciplinary teams to improve services for residents.
11. Ability to analyse and interpret data and use this to plan and deliver required outcomes and improvements.

**Job requirements**

* Must have an appropriate DBS check.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Some work outside normal working hours may be required.