

## JOB DESCRIPTION



<b>POST TITLE:</b>	<b>NEIGHBOURHOOD OFFICER</b>
<b>POST NUMBER:</b>	<b>HS23</b>
<b>GRADE:</b>	<b>F</b>
<b>RESPONSIBLE TO:</b>	<b>NEIGHBOURHOOD TEAM LEADER</b>
<b>RESPONSIBLE FOR:</b>	<b>No line management responsibilities</b>
<b>LIAISON WITH:</b>	<b>District Council colleagues at all levels, Elected Members and Trade Unions, Members of the Public, Partner Agencies including the CAB and the Police</b>

### **KEY CORPORATE ACCOUNTABILITIES:**

**To provide a first class locally based housing management service predominantly within a specified geographical area to residents focussing on the customer experience to provide a positive experience including lettings, estate management, enforcement of tenancy conditions and improvement issues based on a high level of customer service.**

### **KEY SERVICE ACCOUNTABILITIES:**

1. To provide a high level of service delivery taking account of the Council's policies and procedures.
2. To contribute to the Council's achievement of its housing targets and objectives across all service standards including the Housing Respect Standard and performance indicators.
3. To promote a culture of customer focus and to ensure that the services delivered are responsive to local needs. This will involve working closely with the Tenant Involvement team and encouraging involvement and feedback as an integral part of the service.
4. To be the main point of contact for prospective and new tenants ensuring that they understand their responsibilities in order to achieve greater tenancy sustainment. This will involve carrying out accompanied viewings and lettings for prospective tenants, and settling in visits within six weeks of any letting.
5. Investigate, report and resolve complaints of anti-social behaviour including harassment, gathering evidence and preparing witness statements, working in partnership with other agencies and commencing Court action, where appropriate. This may involve attendance at Court as a witness and offering advice and support to people who have come forward to give evidence. All actions are to comply with the Housing Service's ASB policy.
6. To enforce the Council's income collection procedure including attendance at Court and at evictions ensuring that income is maximised by direct contact with tenants, and signposting to specialist advice agencies.
7. To establish a good landlord/ tenant relationship ensuring compliance of tenant's responsibilities. This will involve dealing with any tenancy breaches in accordance with policy and procedure.

8. To carry out regular neighbourhood inspections dealing with any issues and monitoring performance of contractors to ensure that services are of a high quality.
9. To provide advice and support to tenants who require aids and adaptations and to liaise closely with both the Private Sector Housing Officer and the Repairs team in connection with any such work.
10. To manage garages efficiently and effectively.
11. To prepare performance reports, presentations and briefings for other colleagues, Elected Members, residents and other stakeholders, as appropriate
12. To contribute to service development in co-operation with other colleagues and the Housing Support Services Manager
13. To attend occasional evening meetings when required

#### **OTHER DUTIES:**

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

#### **HEALTH AND SAFETY:**

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

#### **DATA PROTECTION:**

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

#### **EQUAL OPPORTUNITIES:**

The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

**Date: January 2010**

## MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

**PERSON SPECIFICATION**  
**NEIGHBOURHOOD OFFICER**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in a housing management or customer focussed service</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with statutory or voluntary bodies</li> <li>• Professional housing qualification</li> </ul>
<b>Knowledge and Expertise:</b>	<ul style="list-style-type: none"> <li>• Good understanding of housing management policy and procedure</li> <li>• Understanding of landlord and tenant obligations</li> <li>• Understanding of the issues surrounding tenant involvement</li> <li>• Understanding of basic welfare benefits</li> <li>• Knowledge of relevant legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of basic building construction</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Good problem solving skills</li> <li>• Excellent communication and mediation skills (written and verbal)</li> <li>• Computer literacy/ keyboard skills</li> <li>• Good numeracy skills</li> </ul>	
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Committed to equality of opportunity and understanding of diversity issues</li> <li>• Ability to organise own workload and to work with minimal supervision</li> <li>• An ability to act under own initiative in investigating and finding the appropriate solutions to problems</li> <li>• A clear customer focus</li> </ul>	

<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• Must be mobile and able to visit residents in all parishes across the District</li><li>• Flexible approach to the requirements of the job, being able to attend occasional evening meetings</li><li>• Staff are responsible for their own health and safety, ensuring a safe working environment for colleagues</li></ul>	
------------------------------	---	--

Date: JANUARY 2010