

GRAVESHAM BOROUGH COUNCIL

Division: Housing Directorate

Department: Housing Neighbourhood Services

Post Title: Neighbourhood Officer

Grade: Scale 5/6/SO1 – Qualification bar at top of scale 6.

Responsible to: Housing Team Leader

Job Description

Job Summary

Putting our residents at the heart of everything we do, you will be responsible for managing our homes and estates in accordance with current legislation, tenancy obligations and policies and procedures to ensure our homes and estates provide a safe, pleasant and welcoming environment for all.

Main Responsibilities

1. Conduct comprehensive planned and ad-hoc Estate Inspections to identify and deal effectively with health and safety concerns, mitigate risk to the business, identify communal and individual repairs, identify tenancy breaches, identify estate improvements to reduce ASB, and identify tenancy breaches ensuring appropriate and effective enforcement is action as required.
2. Take full ownership of issues within their patch and build positive relationships with internal teams and external partners and stakeholders to effect positive outcomes and ensure excellent service delivery.
3. Investigate and tackle all reports of individual and estate / scheme based anti-social behaviour and nuisance, including environmental nuisance such as fly-tipping, using the full range of tools and powers available. Complete action plans and risk assessments in line with our current policies and procedures. Work in partnership with other agencies where appropriate to achieve positive outcomes including engagement and interventions to ensure that evictions are considered as a last resort. Where legal action is required, ensure that there is a comprehensive case file to be passed to our legal team including detailed accounts of events, witness statements, community harm / impact assessments and Equality Impact Assessments.
4. Identify and action welfare and safeguarding concerns such as hoarding, domestic abuse, alcohol misuse, substance misuse, physical and mental health support needs ensuring appropriate referrals are made to statutory and non-statutory support services. Attend multi-agency meetings as required such as CIN and MARAC meetings.
5. Working in conjunction with our Allocations Team and Housing Needs Team, ensure that void and rent loss are kept to a minimum by carrying out pre-termination inspections, keep track of the voids within their patch whilst void works are completed, and carry out pre-let viewings as well as viewing and sign ups when ready to let.
6. Ensure we make the best use of our stock by identifying and supporting residents who need to downsize, or move to larger properties, providing advice and support as required regarding moving options and incentives.
7. Carry out tenancy audits as required. Where cases of tenancy and benefit fraud are identified as part of the audit, or by any other means, work in partnership with internal teams including our fraud

investigation team, benefits team and RTB and leasehold management team to ensure cases are actioned appropriately.

8. Investigate reports of abandoned / insecure properties and working in partnership with Housing Operations ensure any property is made secure as quickly as possible. Carry out a swift, thorough investigation and ensure any abandoned property is recovered as swiftly as possible. This includes serving a legally compliant NTQ and provide comprehensive evidence to our legal team in order that they can apply for the relevant possession order and bailiff warrant as required.
9. Ensure succession cases and all assignments of tenancy, including mutual exchanges, are dealt with effectively and are legally compliant.
10. Ensure the Council is legally compliant in relation to conducting statutory gas and safety checks, working collaboratively with internal teams and external contractors to minimise risk, reduce court costs and provide tenancy sustainment support to our residents.
11. Strive to increase Customer Satisfaction in line with the Government's Social Housing White Paper requirements. Work with the Tenant Engagement Team to encourage resident engagement across all tenures to identify service improvements.
12. Take responsibility for complaints, Councillor and MP enquires within their patch, investigate concerns raised and provide feedback and reports to Senior Management as required. Seek and implement individual and wider service improvements from lessons learned.
13. Work collaboratively with all internal teams including repairs, Housing Income and Housing Needs as required to ensure an effective and consistent 'One Team' approach to address issues outside of our direct remit.
14. To ensure that best use is made of Information Technology in planning, communicating, executing and monitoring caseloads.
15. Maintain a current knowledge of policy, practice and legislation relating to Housing Management and contribute towards the department's aims and objectives.
16. Be able to work flexibly across all areas of the Borough which includes the mobile and permanent caravan sites (Southfield Shaw and Denton), to assist residents with the planning and implementation of repairs and site improvements to ensure the smooth and effective running of both sites.
17. Required to attend some evening meetings and have a full driving licence.

General

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

To participate as required in the Council's Emergency Planning Operations which may involve duties outside the post holder's normal job description and contracted hours. In the event that an incident has occurred which disrupts the council's ability to deliver its critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder's competencies in other departments and/or at other locations.

A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder must ensure that data quality and integrity is maintained and that data is processed in accordance with council policy, the Data Protection Act, the Freedom of Information Act and other legislation

The post holder will comply with Statute and Council Policy in all respects.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the LA

A commitment to excellent customer service and the values of the Council

| CHARACTERISTIC | SPECIFICATION | |
|---|--|---|
| | ESSENTIAL | DESIRABLE |
| SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties) | <p>Experience with working with the public.</p> <p>Able to communicate confidently and effectively with people at all levels.</p> <p>Able to influence, negotiate and implement practical solutions to problems.</p> <p>Ability to compile reports and deal with written correspondence.</p> <p>Ability to work under pressure, prioritise workloads and work to deadlines ·</p> <p>It and Digital skills with the ability to understand inhouse software.</p> <p>Able to make decisions balancing the needs of individuals with those of the wider community and the Council's priorities</p> <p>Ability to work with vulnerable and complex young people, adults and families</p> <p>Able to work on own or as part of a team</p> <p>Ability to think on feet and use sound judgement to resolve complex issues</p> <p>Demonstrates personal ownership and ability to make role appropriate decisions.</p> | <p>Research and analysis skills</p> <p>Networking skills; the ability to negotiate with a range of customers and other partners/ stakeholders</p> <p>Be able to demonstrate a good understanding of welfare rights and benefits</p> |

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| <p>KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations)</p> | <p>Knowledge of Housing Law, Landlord and Tenant legislation and procedures.</p> <p>Working knowledge of ASB tools and powers, and other relevant legislation.</p> <p>An understanding of the problems, causes and effects of anti-social behaviour</p> <p>Good understanding of equality and diversity and the relevance of this in a housing environment.</p> <p>General understanding of day to day repairs and maintenance</p> <p>An understanding of occasions that require liaison with Social Services (e.g. child protection, domestic abuse).</p> | <p>Working knowledge of an integrated housing system.</p> <p>Indepth knowledge of ASB, including practical examples of preventative action and putting ASB tools into use.</p> <p>Indepth knowledge of safeguarding</p> |
| <p>QUALIFICATION TRAINING (Educational/vocational qualifications and other training)</p> <p>Verification will be required</p> | <p>A good standard of education, with excellent verbal and written skills.</p> <p>Relevant training/qualification that demonstrates capacity to meet demands of post.</p> <p>Qualification equivalent to CIH Qualification Framework at level 4. (or NQF Equivalent) In a Housing related subject.</p> | <p>Educated to A Level standard.</p> <p>Specific Housing related qualifications</p> |
| <p>EXPERIENCE (Level and type of previous experience)</p> | <p>Experience of housing management and tenancy agreements.</p> <p>Experience of delivering high quality customer service</p> <p>Experience of Tenant Engagement.</p> | <p>Experience of housing management within a social housing setting.</p> <p>Experience of working in a performance monitoring culture.</p> <p>Experience of representing the Council at mixed tenure resident meetings.</p> |

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| <p>QUALITIES (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team)</p> | <p>Positive and enthusiastic attitude to customers and desire to deliver high quality services.</p> <p>Ability and previous experience of working under pressure, to deadlines and as a member of a team.</p> <p>Ability to act on own initiative</p> <p>Ability to be able to deal positively with customers who have complex needs and / or demonstrate challenging behaviours</p> <p>Able to develop good working relationships with customers, colleagues and other agencies.</p> <p>Resilient under pressure.</p> <p>Acts as a champion for Equality and Diversity.</p> | <p>A commitment to and ability to deal robustly with difficult issues and achieve positive outcomes for GBC residents.</p> <p>Ability to build positive relationships with residents and to involve them in service delivery.</p> <p>Understanding of the Public Sector Equality Duty and ability to recognise and challenge poor behaviours, and promote E&D.</p> |
| <p>SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)</p> | <p>Must have adaptable and flexible attitude to work requirements</p> <p>Required to attend evening meetings.</p> <p>Have a full driving licence and access to a suitable motor vehicle for business purposes.</p> | |