

Role Profile

This section provides key information relating to the role

Job Title:	Neighbourhood Assistant		
Post No:	P01611	Grade:	E
Team:	Neighbourhood & Enforcement	Location:	Campus
Responsible to:	Neighbourhood Team Leader		
Responsible for:	N/A		

Overall job purpose:

To provide a customer focused, proactive, comprehensive and high-quality administration service to support the delivery of the tenancy, neighbourhood and estate management functions to tenants and leaseholders across the borough.

To support the Neighbourhood Officers in delivering an excellent responsive service to customers, providing high quality administrative and technical support, taking the lead on allocated administrative processes as necessary.

To deliver services ensuring that all relevant processes are timely and in line with the current legislative requirements.

To ensure the appropriate handling of detailed, sensitive, and personal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.

The post holder will deliver high levels of satisfaction to council tenants and leaseholders.

Key areas of focus:

1.	To support the delivery of a comprehensive high quality, efficient and compliant tenancy, housing and estate management service for the councils housing stock and leaseholders, providing customer focused administrative support in respect of the team delivering its key objectives.
2.	To provide a responsive and customer focused service on a wide range of customer enquiries via personal contact and ensure a high level of customer service.
3.	To advise and update Neighbourhood Officers as necessary, referring complex matters to the patch Officer to manage.

4.	To manage and co-ordinate the administration of mutual exchange applications, working collaboratively with internal teams and Neighbourhood Officers to facilitate inspections and the required customer facing interaction, ensuring the applications are delivered in line with current policies and procedures and statutory timeframes.
5.	To ensure an efficient support service is provided to the Neighbourhood Management service taking ownership and delivering appropriate administrative support tasks as agreed by the management team. This will include, but not limited to filing, photocopying, distributing of post, stationary, raising of purchase orders, systems and accounts administration.
6.	To manage and co-ordinate the Neighbourhood inboxes as required, including email and Orchard Dashboard, delivering a first time resolution where possible.
7.	To facilitate the customer facing delivery of the allocations process, working with internal teams to ensure viewing and sign-up appointments are arranged promptly to achieve KPI targets.
8.	Undertake the administration of letting garages, working in partnership with Neighbourhood and Income Officers to ensure garage allocations, rents and termination processes are managed collaboratively and effectively.
9.	To assist in arrangements for local community and resident involvement meetings and events as required.
10	To administer locally agreed schemes, i.e. insurance, welfare, etc. to ensure a customer focused and efficient service to residents.
11	To ensure information and records are accurately recorded on the council's shared housing management database and report within the council on progress and outcomes of the allocated caseload and work processes as required.
12	To deliver services that meet legislation and regulatory requirements and reflect best practice and deliver excellent customer service at all times.
13	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent and grade C or above in English and Maths or can demonstrate substantial experience in a related field	x		AP
Knowledge			
Experience in providing customer service and administration	x		AP
Skills and abilities			
Ability to provide accurate data and information	x		AS
Ability to develop creative solutions to problems	x		IN/AS
Ability to multi-task and prioritise often conflicting tasks	x		AS
Ability and confidence to make decisions independently where the situation requires it	x		IN/AS
Communication Skills			
Ability to communicate effectively in a range of different situations	x		IN
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders	x		IN/AS
Excellent level of written and verbal communication skills tailored towards a range of audiences	x		AP/IN/AS
Physical Skills and Demands			
Intermediate level of IT literacy with Microsoft Packages, especially MS word and Outlook	x		AS
Emotional Demands			
Ability to display conciliatory and empathic skill with staff and members of the public	x		AS
Ability to deal with people with multiple support needs	x		AS/IN

Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour	x		AP/AS/IN
Other			
To demonstrate an understanding of the principles of equality and diversity	x		IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English	x		IN
Values and behaviours			
Transparency, Honesty and Loyalty	x		AP/AS/IN
Solution based problem solving	x		AP/AS/IN
Candid, Direct and Open	x		
Being prepared with no surprises	x		
#One Team	x		
Pride in work	x		

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview