

Role Profile

This section provides key information relating to the role

Job Title:	Neighbourhood Team Leader		
Post No:	RP0116	Grade:	K
Team:	Neighbourhood and Enforcement	Location:	Campus East
Responsible to:	Neighbourhood and Enforcement Manager		
Responsible for:	Neighbourhood Officers and Neighbourhood Administrators		

Overall job purpose:

Responsible for the direct delivery of a high quality and customer focussed tenancy and leaseholder management service across the councils mixed-tenure housing stock.

Management of the operational delivery of a neighbourhood and estate management provision that delivers customer focussed services to enhance the council's communities and neighbourhoods, across all tenures.

Lead on the management of highly complex tenancy management cases to resolve housing management issues, including tenancy issues and breaches of tenancy by providing support to staff to make confident decisions to deliver successful outcomes.

Develop and implement services and create partnerships with internal and external teams to achieve the housing services objectives, complying with relevant national performance standards.

Provide excellent leadership to a team of patch-based Neighbourhood Officers, ensuring they are sufficiently focused, motivated, and developed to support the delivery of both team and organisational objectives.

Key areas of focus:

1.	Assist in the delivery of an outstanding housing service including the management of empty homes, tenancy management and neighbourhood management.
2.	Review and development of policies and procedures, as required, and effectively communication to staff to ensure that they are applied consistently. Ensure policies are compliant with relevant statutory legislation and good practice guidance.
3.	Lead on the management of highly complex tenancy management cases, providing advice and guidance to staff to deliver successful outcomes.

4.	Ensure effective management of the Neighbourhood Team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedure
5.	Monitor the quality of the services delivered against the team objectives and the councils service standards and implement service improvements to meet required standards.
6.	Keep up to date with the latest technology or service provision developments across the sector to contribute to the effective running of the service, making recommendations for improvement where appropriate.
7.	Work in partnership with other agencies, resolving complaints and other concerns including safeguarding issues. This will include responding to formal complaints, MP and councillor enquiries and carry out reviews of policies and practice in respect of complaints received.
8.	Ensure key performance targets and operational project plans are met through operational day to day delivery of tasks and across managed teams.
9.	Contribute to the annual target setting and set objectives for direct reports linked to corporate objectives, monitor performance and implement solutions to address poor performance.
10	Represent the council internally and externally in relevant meetings, panels, boards and consultations.
11	Monitor budgets in accordance with operational requirements of the service; identify where efficiencies can be made and ensure resources are prioritised appropriately. Budgets c £1M
12	To positively promote and develop resident involvement and community development initiatives to ensure tenants voice is captured and demonstrated in the services we deliver.
13	Ensure services are delivered based on the identified needs of the customers, providing reasonable adjustments to services as necessary.
14	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.
15	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.
16	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training or professional qualification or equivalent experience, knowledge and training which relates to the requirements of the job.	x		AP
Experience of delivering in a tenancy or housing management role or relevant housing related area.	x		AP
Leadership skills that demonstrate you can lead by example to motivate, set clear objectives and achieve buy-in to service excellence.	x		AP/IN
Experience of working with vulnerable people.	x		AP/IN
Knowledge			
Up to date knowledge of; <ul style="list-style-type: none"> • Housing legislation • Data protection (GDPR) • Safeguarding • Enforcement legislation • Sector influences • Regulatory standards 	x		AP/IN/AS
Policy development		x	
Skills and abilities			
Ability to communicate effectively in a range of different situations and styles including written, verbal and reports and presentations.	x		AP/IN/AS
Ability to create effective and collaborative working relationships with customers, agencies and stakeholders.	x		AP/IN
Excellent time management and organisational skills to effectively manage a varied workload and plan workload of a team.	x		AS

Other attributes			
Ability to embrace and respond positively to change and to champion change across the service.	x		IN
Can develop effective team working.	x		IN
Proactive approach to problem solving and decision making.	x		AS/IN
Project Management experience.		x	AP
Full driving licence and access to a car.	x		AP

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.