

Role Profile

This section provides key information relating to the role

Job Title:	Neighbourhood Officer		
Post No:	P01607	Grade:	H
Team:	Neighbourhood and Enforcement	Location:	Campus East
Responsible to:	Neighbourhood Team Leader		

Overall job purpose:

To provide a customer focussed, proactive, comprehensive and high-quality Tenancy / Leasehold, Neighbourhood and Estate Management service to all council residents (general needs, sheltered housing, garages and leaseholders) of Welwyn Hatfield, acting as the first point of contact for housing management queries from council tenants and leaseholders.

Key areas of focus:

1.	To support and deliver a comprehensive high quality, efficient and compliant tenancy, housing and estate management service for the councils housing stock and leaseholders, delivering the customer facing and operational case management aspects of the service in respect of delivering its key objectives.
2.	Achieve a timely turnaround of empty properties within key KPI targets and to ensure that all properties are re-let promptly and that all signups and post tenancy contact are completed to achieve customer satisfaction targets.
3.	Co-ordinate and deliver the customer facing aspects of the mutual exchange process on the allocated patch, ensuring appropriate visits are carried out to support the processing of application through to exchange is completed within target.
4.	Maintain up to date knowledge of relevant housing legislation and case law in respect of tenancy, leasehold, neighbourhood and estate management.
5.	Deliver services that meet legislation and regulatory requirements and reflect best practice and deliver excellent customer service at all times
6.	Work in partnership with Property Services teams taking an active role to gas servicing (ensuring access is obtained within the required timescales), including litigation to gain access as required.
7.	Where appropriate, co-ordinate the management of complex mixed tenure housing management cases/disputes working collaboratively with other Neighbourhood / ASB Officers and Scheme Co-Ordinators to provide effective resolution and tenancy sustainment.
8.	Take action in cases of hoarding, working with other agencies to negotiate and encourage tenants with complex needs and, if necessary, take court action to enforce the tenancy agreement

9.	Investigate cases of tenancy fraud, including sub-letting and non-occupation and take appropriate action to recover properties where necessary
10.	Instruct on cases requiring legal action due to breaches of the tenancy / lease and work closely with the council's litigation service and where required, counsel, to take prompt and effective legal action.
11.	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.
12.	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.
13.	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			
Educated to GCSE level or equivalent at grade C or above in English and Maths or can demonstrate substantial experience in a related field	x		AP
Membership of Chartered Institute of Housing		x	AP
Previous experience of delivering a front-line social housing related environment	x		AP/IN/AS
Experience of dealing with people with multiple support needs		x	AP/IN/AS
Knowledge			
Up to date knowledge of Housing and Leasehold Legislation and related case law	x		AP
Skills and abilities			
Ability to develop creative solutions to problems	x		AP/IN/AS
Ability to produce written documents to a high standard	x		AP/AS
Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role in order to input data and complete reports.	x		AS
Excellent written and verbal communication skills tailored towards a range of audiences, including reports, presentations and legal documentation.	x		IN/AS
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders	x		AP/IN
Ability to use housing IT systems such as the Orchard or similar.		x	AP
The ability to be self-motivated.	x		IN
Ability and confidence to make decisions independently and under pressure.	x		IN/AS

Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations.	x		AP/IN
Good time management and organisational skills to effectively multi-task and prioritise a varied workload.	x		IN/AS
Other attributes			
Ability to carry out home visits to potentially hazardous and unpleasant managed properties.	x		IN
Must be available and able to attend meetings and other activities out of office hours	x		IN
To demonstrate knowledge and understanding of equality and diversity and be able to apply it to your role.	x		IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English.	x		IN

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

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.