

Designation:	Neighbourhood Management Officer
Grade:	Stroud 4
Hours:	37 hours per week
Location:	Ebley Mill
Job Purpose:	To provide a fully comprehensive Housing Management service from commencement of Tenancy through to termination
Responsible to:	Principal Tenancy Management Officer
Responsible for:	No supervisory responsibility

KEY DUTIES

- To ensure the advertisement and allocation of empty dwellings are undertaken within the prescribed timescales ensuring visits such as pre- tenancies/ termination and void management are instigated and completed.
- To be aware and make the best use of tools, mechanisms, authority and processes to most effectively and efficiently address and resolve issues identified in all breaches of the tenancy conditions.
- To effectively maintain the conditions of the external environment of the managed area, managing service contracts and encouraging tenant involvement within in the managed patch, being innovative and creative in sustaining this interaction.
- To monitor, identify and action any cases of tenancy fraud and safeguarding by establishing effective partnerships and following recommended policies and guidelines
- To make sure effective liaison with internal services and external agencies to ensure appropriate care and support packages are being delivered to vulnerable tenants
- To support and achieve the service and performance and service targets set within the housing management service
- To effectively manage and administrate the requests for transfers and Mutual Exchanges, Homeswapper and tenancy inspections
- To be aware of the need and to initiate, direct and lead on estate plans and profiling information, which contribute to the priorities for improvement in services, estates and communities by the housing service

SKILLS AND KNOWLEDGE

- Experience of tenancy management and enforcement
- A sound knowledge of landlord and tenant legislation, Awareness and knowledge of the Housing Act 1985, Landlord and Tenant Act 1985, The Localism Act 2011, Crime and Disorder Act 2014, Environmental Health Act 1990.
- Excellent communication and negotiation skills
- Ability to deal with people in challenging situations
- Work subject to deadlines involving problem solving, changing circumstances or demand

COMPLEXITY AND CREATIVITY

- To have a good understanding of the complexity involved in tenancy management issues and ensure that the appropriate level of fairness, investigation, sensitivity support and enforcement are applied and balanced with the search for creative solutions that may also seek a mediated or other more effective efficient and economically viable outcome.

Creativity is a feature of the job but exercised within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Judgements and decisions will impact on the lives of customers, in some case very significantly. Making the right decision, based on a thorough and high quality investigation is crucial, as error can lead to challenge and other impact

Work carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

The exercising of good judgement will be required, and communications with any party not considered appropriate, should be raised with your manager

RESOURCES

Little or no responsibility for physical or financial resources

TRAVEL DESIGNATION

- Casual Car user

GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.