Designation:	**Neighbourhood Management Officer**
Grade:	**Stroud 4**
Responsible to:	**Principal Tenancy Management Officer**
Service Area:	**Tenant Services**
Post Number:	**New Post**

ESSENTIAL CRITERIA

QUALIFICATIONS
- Must have a CIH housing qualification supported by proven experience in Tenancy management OR able to demonstrate extensive industry experience.

EXPERIENCE
- Practical Experience in all areas of Tenancy Management
- Accustomed to working within a social housing environment
- Experience of working to and within a target performance driven culture
- Understanding the defined legal practices relating to landlord and tenant relationships including preparing cases for legal action through court attendance as needed.

SKILLS & KNOWLEDGE
- Ability to effectively communicate and negotiate whilst working within a challenging environment understanding the dynamics of the various customers
- Excellent literacy and financial skills
- To understand and be able to apply the national and local policies affecting the delivery of the housing management service.
- Detailed understanding of legal system pertaining the landlord and tenant relationship
- To have knowledge and experience of the welfare Benefit and Financial Inclusion agendas
- To be able to independantly manage own case loads
- Excellent standards of written and verbal communication, including the ability to write letters effectively
- Proficient in the use of IT (including MS Office IT packages and housing databases)
- Ability to work effectively in a political environment
- Ability to problem solve and produce solutions in innovating ways in line with current policies and proceedures to the benefit of the landlord
- Ability to embrace changes within the housing field and continue to develop specialist skills to enhance the service delivery

PERSONAL ATTRIBUTES
- Has attention to detail and can deliver to Tenant Services' objectives
- Good organisational skills
- Is approachable, personable and persuasive
- Able to work within a team but also act on own initiative
- Willing to learn and take on extra duties & responsibilities as required
- Able to work under pressure, remaining calm when dealing with clients
- Willingness to undertake any relevant training to maintain or develop current housing knowledge
- Willing to work outside normal office hours as required from time to time within the flexible hours scheme

DESIRABLE CRITERIA

CORE COMPETENCIES

1. **Effective Communication**
   You will be able to communicate clearly and effectively with a diverse range of people.
   You can vary you communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Service**
   You are able to deliver the highest quality of service to our customers, both internal and external.
   You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. **Working Together**
   You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.
   You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**
   You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**
   You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**
   You will be able to demonstrate an understanding of and commitment to the Council and its Services.
   You will be able to demonstrate how your work supports and meets the needs of the service.

7. **Conscientiousness**
   You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.
   You will be able to demonstrate that you can be industrious in the way you work.