

Designation:	Senior Neighbourhood Management Officer
Grade:	Stroud 5
Hours:	37 hours per week
Location:	Ebley Mill
Job Purpose:	To ensure the delivery of an effective tenancy management service by supervising the work of Neighbourhood Management officers and their work in: allocations, tenancy conditions, void management, ASB, enforcement, tenancy fraud and facilitating tenancy sustainment. Manage and develop the team of Neighbourhood Management Officers
Responsible to:	Principal Neighbourhood Management Officer
Responsible for:	5 Neighbourhood Management Officers

KEY DUTIES

- To supervise a multi disciplinary team, undertaking regular one to ones, coaching, mentoring and supporting where appropriate
- To lead and take effective responsibility for the diverse client needs on an assigned management patch area ensuring all aspects of the housing management services are being delivered and effectively monitor
- To be involved in and to monitor the conditions of the external environment of the councils neighbourhoods
- To co-ordinate, supervise and monitor all legal and technical aspects on housing management issues such as, allocations, void management, ASB, injunctions, enforcement, fraud and day to day tenancy matters
- To administer any budgets, resources and equipment related to the provision of the housing management services as directed by your Line Manager
- To attend and represent Tenant Services in external partnership meetings, voluntary agencies and the court user group as directed and agreed by your line manager
- To supervise and monitor team activities, partnership or service agreements/contracts, as appropriate against service standards
- To work closely with the Income Team on joint issues
- To work in partnership with internal and external teams and agencies

Work subject to deadlines involving changing problems, circumstances or demand

SKILLS AND KNOWLEDGE

- Experience of tenancy management and enforcement
- Able to supervise, motivate and develop a team of staff
- Sound knowledge of landlord and tenant legislation
- Excellent communication and negotiation skills
- Experience of dealing with people in challenging situations.
- Experience of working 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

HMRC Millage rates

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.