

Designation:	Senior Neighbourhood Management Officer
Grade:	Stroud 5
Responsible to:	Principal Neighbourhood Management Officer
Service Area:	Tenant Services
Post Number:	New post

ESSENTIAL CRITERIA

QUALIFICATIONS

- Appropriate qualification in a housing and/or management field or extensive experience in housing management.

EXPERIENCE

- Experience of managing a range of tenancy management issues
- Accustomed to working within a social housing or similar environment
- Experience of working to and within a target performance driven team
- Understanding the defined legal practices relating to landlord and tenant relationships
- Experience of resource management and how and when this needs to be deployed
- Experience of relationship management and the role this plays within the service delivery

SKILLS & KNOWLEDGE

- Ability to effectively communicate and negotiate whilst working within a challenging environment understanding the dynamics of the various customers
- Ability to manage, support, motivate and lead a small team
- Excellent literary and financial skills
- Detailed understanding of legal system pertaining the landlord and tenant relationship
- Excellent standards of written and verbal communication, including presentation skills
- Proficient in the use of IT (including MS Office IT packages and housing databases)
- Ability to work effectively in a political environment
- Ability to embrace changes within the housing field and continue to develop specialist skills to the benefit of the service
- To understand the national and local policies affecting the delivery of the housing management service

PERSONAL ATTRIBUTES

- Attention to detail with a can do attitude to delivering objectives of the service
- 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
- To achieve set targets with additional value
- Willing to work outside normal office hours as required from time to time within the flexible hours scheme

DESIRABLE CRITERIA

QUALIFICATIONS

- Degree level education or equivalent
- ILM or equivalent Management Qualification

EXPERIENCE

- Experience of working in the field of housing or a related service

CORE COMPETENCIES

Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

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.

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.

Innovating

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

Accepting Change

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

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.