



Job Description

HOUSING AND NEIGHBOURHOODS OFFICER

Post Title:	Housing and Neighbourhoods Officer - Graduate
Responsible to:	Housing and Neighbourhoods Manager
Location:	Mobile
Hours:	Full-time - 35 hours per week

This post is subject to a standard DBS clearance.

Principal Duties and Responsibilities:

1. Leading, influencing, and improving the services we offer to our customers. In particular: Implement the team's work areas as directed by the Housing and Neighbourhoods Manager.
2. Deliver a specialist housing and neighbourhood service that focusses on regular contact, speedy intervention on issues, and making a difference to our customers and communities. In particular:
3. Develop positive and constructive partnership relationships by supporting other teams, signposting and working with specialist teams e.g. Income, Property Services, Tenancy Sustainment, Money Matters and Customer Voice to ensure services for customers are seamless and minimise duplication.
4. Work in partnership with agencies to ensure sustainable tenancies and to support and safeguard adults and children at risk of abuse and neglect.
5. To implement progressive strategies and policies that puts us within the sector best. In particular:
6. To adhere to policies, procedures, and service standards in all aspects of the role.
7. Work with tenants, to minimise health and safety, damage to properties and neighbourhood issues, presented by hoarding and not maintaining gardens and homes. Signpost to specialist agencies e.g. Fire and Rescue Service.
8. Work the with voids and allocation teams, to facilitate speedy letting of sustainable homes and maximising income e.g. signing up of new tenants and facilitating the taking of rent in advance payments.
9. Advise tenants who wish to move on how to apply to their local choice based letting scheme and how to set up a mutual exchange of their property.
10. To enforce tenancy conditions in line with agreements, standards and policies, with an early intervention and prevention ethos.
11. To manage low and some medium level nuisance and ASB, including working with partners such as the Police and Crime and Disorder support agencies. Refer more complex and serious ASB cases to the specialist Anti-social behaviour team.
12. To work with tenants and property services to resolve neighbourly disputes e.g. boundary disputes, parking issues.



13. Supporting tenants with changes in tenancy e.g., successions, amendments of sole/joint tenancies etc.
14. Responding to tenants' requests e.g. to have a pet, to work from home etc.
15. Maximising the efficient use of emh's housing stock by investigating and bringing back into use any abandoned properties and regaining possession of a property following the death of the tenant.
16. To ensure our customers' profiling information is accurate and up to date during tenancy management processes.
17. To support the income management team by completing pre-court and pre-eviction visits on their behalf to minimise rent loss.
18. To ensure our estates are safe places to live by:
19. Carrying out estate action days/ site visits to manage the appearance of schemes. This includes supporting with, identifying, raising, and following up on fly tipping, pest control issues and repairs.
20. Report back concerns regarding contracts relating to housing and neighbourhood management, such as estate services.
21. Support emh colleagues and partnership agencies, to ensure we are compliant with health and safety standards and tenants' safety is maintained e.g. support gaining access for gas servicing, actioning tasks recommended as part of Fire Risk Assessments.
22. Make recommendations for improvements to the estates as necessary, including working with tenants and completing applications.
23. Maximise the use of external partners to deliver joined up services such as local councillors, refuse services, fire and rescue services, police and crime and disorder partners.
24. Work with Estate Champions, ensuring estates are well maintained and tenants' voices are heard.
Participate in the development of new schemes and regeneration projects in liaison with development and asset management teams.
25. To liaise and consult with tenants including attendance outside office hours as necessary.
26. To provide a comprehensive, high-quality, customer focused service, ensuring compliance with the Association's Customer Service Standards, policies and procedures and best practice. In particular:
27. Ensure an accessible service is provided to customers and that their enquiries are dealt with in line with our customer service ethos and standards.
 - a. Resolve customers' expressions of dissatisfaction or complaints as efficiently as possible minimising inconvenience and disruption for them.
 - b. Liaising with cleaning and grounds maintenance contractors to resolve complaints.
 - c. Working with 3rd party management companies to deliver communal services.
 - d. Supporting Managers with managing service charges.
28. Managing decants following serious incidents (e.g., fire, flood, damp) or property related damage/ disrepair.
29. To be an effective ambassador of emh homes and strive to achieve the organisations visions and values, embedding them in service delivery. Ensuring values are demonstrated through personal behaviours.
30. Make the best use of resources through efficient and effective ways of working smartly
31. Support the Quality and Performance Team in developing appropriate resident forums and scrutiny activity under the emh group and emh homes co-regulation model.
32. Contribute to continuous improvement plans as appropriate with other colleagues.
33. Uphold and actively promote compliance with our corporate standards and policies.
34. Any other duties consistent with the role.



This job description is intended to be a guide to the principal duties and responsibilities of the post and includes specific tasks by way of illustration. It is not intended to be a definitive or exhaustive list. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are common occurrence and cannot themselves justify a reconsideration of the grading of the post.

April 2023