



Registered as a Scottish Charity - No. SC030751

Job Description

Job Title:	Neighbourhood Housing Officer Fixed Term for up to 2 years
Department/Section:	Customer Services
Location:	SBHA Head Office
Salary:	Grade 8 £26,906
Reports To:	Neighbourhood Services Coordinator
Closing Date:	29th June 2018

Overall Purpose

To provide a high quality community based housing and estate management services; ensuring outstanding customer service and service delivery by acting as an ambassador for SBHA and point of contact for tenants and customers.

To deliver proactive and responsive services which demonstrate value for money with a focus on tenancy sustainment and balanced communities. Engaging with tenants and residents to design and deliver services that work for them, utilising resources within the local neighbourhood to make a real, quality difference to peoples' lives.

Principal Accountabilities:

1. Act as lead officer within the Community Team for designated SBHA neighbourhoods, championing service improvements and delivery within these areas to meet community needs, including:
 - income management and rent arrears recovery
 - empty homes management
 - neighbourhood and tenancy management
 - neighbour nuisance and anti-social behaviour
 - factoring and communal area services
 - estate and environmental improvements
2. Provide professional housing related advice and support to all SBHA's Tenants, customers and service users
3. To deliver excellent front line housing management and estate management services to SBHA's Tenants consistently and in accordance with housing legislation and the Association's policies and procedures, ensuring that these are Tenant focused and responsive to local needs.
4. To maximise the collection of rent by ensuring that timely and robust action is taken to prevent/recover rent arrears and let empty homes in accordance with best practice and related policies and procedures.

5. To ensure a speedy and focussed response to anti-social behaviour and other breaches of tenancy conditions. Action to be proportionate, effective and efficient and supported by an effective action plan, keeping full records of all correspondence and meetings.
6. Promote and facilitate tenancy sustainment including assessing potential tenants and working with vulnerable tenants, providing appropriate tenancy support, welfare benefits/financial inclusion assistance, and making appropriate timely referrals to specialist staff and support agencies. This includes taking preventive action to alleviate risks of abandoned tenancies, evictions and termination of tenancies and resolving estate and community issues affecting tenants.
7. To accurately assess housing need and provide quality information and advice on housing options and support customers through the housing process, seeking to prevent and alleviate homelessness.
8. Develop local lettings plans to reflect local priorities in consultation with residents and other staff
9. Tenant analysis data is collected and up-to-date and ensure all communication with Tenants and customers is tailored to meet individual requirements.
10. To provide information and consult with Tenants and owners on service charges and shared obligations.

Leadership

1. Always perform to the highest possible standards and behave as an ambassador for SBHA
2. Connect with the Association's values and objectives contributing to these within the role
3. Be open to change and new ways of working which improve services to Tenants and Service Users and/or increase Value for Money.

Information Systems

1. Manage internal and external communication, filing and contacts appropriately using the Association's systems including Document Management, Customer Relationship Management and Housing Systems.
2. Record, maintain and provide accurate data which is compliant with Data Protection legislation.
3. Maximise the use of ICT to provide routine reports information to assist with more complex report writing for senior management.
4. Log and maintain relevant and accurate records of work activities as appropriate, including Tenant contact and discussions.

Team Working

1. Be an effective team member ensuring the delivery of a professional service
2. Develop effective working relationships with all internal and external customers to ensure an integrated approach to service delivery and quality
3. Effectively communicate and work with colleagues to achieve functions/section objectives.

4. To facilitate and ensure good communication, liaison, co-operation and support in respect of the Association's Tenants and other customers, to ensure their welfare and interests are protected

Performance

1. Facilitate and promote the achievement of good performance within defined frameworks including the meeting the requirements of Scottish Housing Regulator's Tenant's Charter.
2. Meet personal and team objectives and targets agreed with senior management.
3. Contribute to setting performance targets within function/section and the delivery of these and collect information that allows performance to be monitored for all areas of your operation, providing returns to line manager as requested to demonstrate that operational and corporate targets are met.
4. Identify opportunities for service improvements and make recommendations to the line manager. When required, participate in new initiatives that will lead to an improvement in performance and ensure changes are introduced and implemented effectively and efficiently in the area
5. Champion a continuous improvement culture in the services you deliver.

Customer Service

1. Provide professional advice and support to all SBHAs Tenants and customers and deal with queries, both written, telephone and face to face
2. Value Tenant feedback and respond to any service related complaints/queries from customers (written, telephone and face to face) in a manner which is professional and seeks to ensure that the customer experience is positive. Ensure such complaints/queries are resolved within set timescales at all times.
3. Be committed to SBHA's Customer Service Standards and ensure that these are met at all times
4. Deliver housing services that are inclusive and accessible to all customers, including vulnerable Tenants.
5. To contribute to the promotion of the Association in the community and to all external stakeholders
6. Maintain awareness of Tenant Participation as a commitment by SBHA to its tenants

Connecting with our Communities

1. Carry out regular estate inspections including the monitoring of neighbourhood service contracts such as stair cleaning and ground maintenance with customers, acting to drive up standards on estates.
2. Actively promote the Association in the community and to all stakeholders and demonstrate a commitment to SBHA's Tenant Participation Strategy by consulting and involving Tenants at a local level to meet the needs of the identified community. This includes working with local to local Tenants' Associations/Panels including attending meetings where and when required.

3. Work in partnership with colleagues within the local Community Team and encourage Tenant involvement and feedback as an integral part of the service. This may include the need to attend evening meetings.
4. Develop and maintain strong links with the communities SBHA serves and develop an understanding of the differing community needs and respond accordingly.
5. Work with customers to develop local priority plans including minor works, environmental improvements and community ownership initiatives.

General

1. To promote safe behaviours and take responsibility for ensuring that the Association's policies and procedures for Health & Safety at Work are observed throughout the organisation and applied to neighbourhoods
2. To observe and continually promote equal opportunities and customer care in compliance with the Association's policy and procedures.
3. To model and promote behaviours consistent with SBHAs Staff Charter and Staff Code of Conduct
4. To commit to personal continuous professional development and to maintain relevant up to date knowledge and skills for personal and Association's benefit.
5. To carry out any other duties appropriate to this post, as necessary or as requested.

Contacts

Internal: Executive Team, Leadership Team, Community Teams and all staff.

External: Tenants and other customers, Scottish Borders Tenant Organisation, other housing associations, Local Authorities and statutory agencies, Community Planning Partners and third sector agencies, the Scottish Housing Regulator, government bodies, Health and Safety Executive, consultants and contractors

Working Environment

You will be required on occasions to work outwith and in excess of normal working hours. For SBHA grades 1 – 4, no additional payment will be made in this regard. For SBHA grades 3 and 4, compensation will be made in the form of time off in lieu.

You will be required to travel within Scottish Borders area and occasionally outwith.



PERSON SPECIFICATION

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Department/Section: Customer Services
Date: March 2018

Requirement	Value		Assessed at		
	Essential	Desirable	Applicati on	Interview	Test
1. Education & Qualifications					
Educated to HND/C level or able to demonstrate equivalent through experience and willing to complete qualification within 3 years	✓		✓		
Working towards or in possession of relevant qualification in Housing Management (e.g. CIH Housing Level 3, HNC in Housing).	✓		✓		
Evidence of CPD and prepared to undertake relevant training as required	✓		✓	✓	
2. Knowledge and Experience					
A minimum of 3 years in housing with 2 years experience of delivering effective housing and estate management services including dealing with anti-social behaviour, rent collection and void management	✓		✓	✓	✓
A good understanding of relevant Housing and Benefits legislation	✓		✓	✓	
Sound knowledge of resident involvement strategies and techniques, supported by practical application	✓		✓	✓	✓
Knowledge and understanding of Housing Management software such as Northgate	✓		✓	✓	
An understanding of the social rented sector and the roles of housing associations, governance and regulation		✓	✓	✓	
3. Skills and Abilities					
Demonstrated commitment to achieving high standards of Customer Service in all activities	✓		✓	✓	✓
Commercially minded	✓		✓	✓	✓

Ability to build effective networks and work in partnership with stakeholders to deliver successful outcomes for tenants and other customers	✓		✓	✓	✓
Resilient attitude with the ability to deal with conflict and problem solve responding according to the situation	✓		✓	✓	
Excellent numeracy and communication skills (both written & verbal)	✓		✓	✓	
Good negotiation and liaison skills	✓		✓	✓	
Computer literate (Word, Excel, Outlook) with a commitment to maximising the use of technology	✓		✓	✓	
A dynamic self starter who manages change and works effectively as part of the Team.	✓		✓	✓	✓
The ability to sift information, draw conclusions and develop practical ways forward	✓		✓	✓	✓
4. Other Requirements					
Awareness of health and safety including lone working	✓		✓	✓	
Flexible approach with willingness and ability to work outside normal office hours as required	✓		✓	✓	
Deals responsibly with confidential and sensitive information	✓		✓	✓	
Must have a current driving license and access to own transport.	✓		✓		