

## Job Description

Job Title	<b>NE Neighbourhood Manager</b>
Reports to	Head of Operations
Direct Reports	Neighbourhood Officer, Independent Living Officers, Scheme staff
Nature of Role	Full-time and office based/peripatetic
Grade	G4 £37,500 p.a. plus car allowance

### 1. Role Profile

<b>Purpose of the role:</b>	<ol style="list-style-type: none"> <li>1. To take responsibility for providing and managing a high standard of Operational Management, ensuring a high standard of support and the effective delivery of an excellent standard of service to our residents across all tenures.</li> <li>2. To provide an overall direction for your team including a Neighbourhood Officer, Independent Living Officers, Independent Living Co-ordinators and scheme based staff to support and guide your team to ensure service standards are met.</li> <li>3. To ensure core operational standards, targets and objectives are achieved in line with legislative, regulatory and JJHT policy requirements.</li> <li>4. To motivate and support staff to deliver high quality customer oriented services and seek continuous improvements to achieve top quartile housing management performance and customer satisfaction.</li> <li>5. To promote and represent the Trust through engagement with external stakeholders.</li> <li>6. Act as a champion of the Trust's safeguarding policy and procedures, undertaking investigations and management reviews as commissioned by the Director of Customer Services / Head of Operations.</li> <li>7. Support and assist in the development, co-ordination and maintenance of all arrangements relating to the Safeguarding Adult Procedures to help ensure a high standard of service delivery, that promotes the protection of vulnerable adults in a sensitive way.</li> <li>8. To support front-line staff including guiding them through statutory responsibilities in areas relating to risk &amp; safety.</li> </ol>
-----------------------------	---

**Responsibilities:**

**1. Team Leadership**

- 1.1 Lead, train, motivate, develop and appraise the team, including relief, agency or ancillary staff as required to ensure that the team consistently meets the desired level of performance.
- 1.2 Ensure that all aspects of team management are carried out in line with the Trust's policy and practice including recruitment and induction and probation, appraisal and training, salary reviews, sickness absence, equality and diversity, health and safety, and communication.

**2. Income Collection and Financial Inclusion**

- 2.1 Ensure the team maximises income from rent, service charges and other charges, through preventative and active measures ensuring an effective income collection recovery service in accordance with legislation and JJHT policy.
- 2.2 Refer cases to welfare support and financial inclusion services which achieves agreed outcomes.
- 2.3 Represent the Trust as required at key Local Authority liaison groups and other with other agencies to support effective and efficient service delivery.

**3. Lettings and Sales**

- 3.1 Ensure sustainable lettings are achieved with a minimum of void loss in accordance with the Trust's policy.
- 3.2 Ensure re-sales are managed and approved in accordance with lease conditions and service standards.

**4. Neighbourhood Management**

- 4.1 Ensure that the team delivers effective neighbourhood services to achieve schemes which are safe, secure and attractive.
- 4.2 Ensure the Trust meets its tenancy and lease obligations.
- 4.3 Ensure tenancy and lease breaches are managed effectively.
- 4.4 Ensure appropriate budgets are set and controlled.
- 4.5 Ensure appropriate measures are taken to prevent and respond to anti-social behaviour within the JJHT policy framework.
- 4.6 Develop robust arrangements to provide quality assurance on the standards being achieved in neighbourhoods.
- 4.7 Develop scheme / neighbourhood plans in accordance with JJHT's policy framework.

- 4.8 Develop positive relationships with contractors and suppliers who provide resident services on the Trust's behalf.
- 4.9 Maintain strong relationships with statutory and voluntary services to develop a partnership approach to neighbourhood management.
- 4.10 Work collaboratively with the Head of Independent Living to ensure the income standards, policies, practices and services are delivered to older residents in accordance with the JJHT Service Offer.
- 4.11 Strive for continuous improvement in customer satisfaction feeding back the improvements to the Head of Operations Manager and Service.

## **5. Resident Engagement and Involvement, and Community Investment**

- 5.1 Support customer involvement by encouraging a proactive and positive approach to resident engagement initiatives.

## **6. Finance, Value for Money and Risk Management**

- 6.1 Ensure all services delivered by the Neighbourhoods team demonstrate value for money.
- 6.2 Identify operational risks and ensure mitigating actions are in place.
- 6.3 Contribute to reviews of operational policies and be proactive in regularly reviewing operational procedures.
- 6.4 Maintain budget and report on expenditure, including debt recovery.

## **7. General Obligations**

- 7.1 Take responsibility for own personal development and update knowledge and skills, with support from JJHT, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- 7.2 Implement positively and ensure compliance with the Association's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Care, Health and Safety, Data protection and confidentiality of information, Financial Regulations and Standing Orders.
- 7.3 Provide the highest quality services incorporating best standards and practice and work to continually improve standards, promoting the Association to its tenants, clients and those seeking assistance from the Association.
- 7.4 Perform duties not specifically identified in the job

description but which are in line with the general responsibilities of the post.

## **2. Personal Profile**

### **Qualifications required:**

- Professional housing qualification or equivalent is desirable

### **Knowledge and Skills:**

- Knowledge of housing legislation and practice across different tenures.
- Able to demonstrate understanding of health and safety requirements including lone working.
- Strong organisational skills.
- Ability to prioritise and deliver goals.
- Understanding and experience of using a range of IT and demonstrable experience of using technology to improve services.

### **Experience:**

- Demonstrable leadership skills, with proven management experience in a housing or related organisation.
- Experience of managing effective customer driven services.
- Experience of setting and managing budgets.
- Experience of managing targets.
- Experience of working with Resident representatives.
- Experience of working in partnership with a range of statutory, voluntary agencies and the business community.
- Evidence of working on own initiative within defined guidelines.
- Experience of managing a dispersed team.

*Date of description: January 2016*