

Job vacancy –Neighbourhood Service Advisor, Customers and Communities – REF: TGHC568

- **Job title:** Neighbourhood Service Advisor
- **Service area:** Customers and Communities
- **Job ref:** TGHC568
- **Grade:** Grade E £18,870 – £20,541 per annum (SCP 18-21). This is a full time temporary post until 31 March 2020.
- **Applicable to:** Internal and external vacancy
- **Closing date:** Midnight on Sunday 29th July 2018.

The Gateshead Housing Company is a non-profit organisation responsible for the day-to-day management of nearly 20,000 homes.

We aim to provide excellent and efficient services to create homes and neighbourhoods that meet the aspirations of the people of Gateshead.

We employ over 700 people and involve our customers in making our services better.

The Neighbourhood Housing Management Service is reshaping the delivery of its tenancy and estate management services to enable us to respond to future challenges in the housing environment.

As a Neighbourhood Service Adviser you will be responsible for delivering a customer focussed service and provide administrative support as part of a Neighbourhood Service Team, working to support tenants to sustain tenancies and neighbourhoods.

Good organisational and IT skills are essential and you should be committed to delivering customer service to a high standard.

You will have experience of working in a customer service environment; dealing with members of the public in person and over the phone; interviewing and communicating effectively and possess 5 GCSEs at Grade C or above or relevant experience.

Work locations will vary subject to the needs of the business.

You should consider the essential requirements and competencies relating to this post when applying and ensure you evidence your suitability within your application.

Please note: Assessments will be by application, ability tests and interview for this vacancy.

For an informal discussion about the role please contact **Suzanne Garnett, Customer Service Officer**, suzannegarnett@gatesheadhousing.co.uk 0191 433 5842 or **Adrian Hibbert, Neighbourhood Housing Manager**, adrianhibbert@gatesheadhousing.co.uk 0191 433 5813.

You should consider the **job profile** when applying, giving examples of how you meet the criteria.

What to do next?

- Read the **job profile** of this role.
- Consider the essential and disable criteria for this role.
- Ensure you meet **all** the **essential criteria** before applying.
- Complete our online **application** ensuring you provide evidence within the body of your application that you meet the **essential criteria**, giving examples where appropriate.
- Applicants who do not evidence that they meet the essential criteria will not be shortlisted for the next stage of the recruitment process.
- Complete the online **confidential** form
- If you prefer you can download a printable **application** and **confidential** forms. You must complete **both** forms for your application to be considered.
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- **Assessments will be by application, online assessment and interview for this vacancy.**

Note: The online **application** and **confidential** forms are on our external website, in order to enable employees to complete the online forms away from work if they wish.

Applications are to be returned by email or post no later than midnight on Sunday, 29 July 2018.

hr@gatesheadhousing.co.uk

or

Human Resources Team
The Gateshead Housing Company
Civic Centre
Regent Street
Gateshead
NE8 1JN

The Gateshead Housing Company does not accept CVs.

If you need any further advice email the **Human Resources Team** or call ext 5333.

Why you will love working for us

We know that we can't achieve our vision without the right team of people.

We expect our employees to work in partnership with colleagues, and to apply their skills effectively with commitment and enthusiasm. In return we do our best to make sure they are happy in their work by listening to their ideas and making them feel welcome.

Because we work in partnership with Gateshead Council, we can offer you all the benefits of working for a large organisation as well as the intimacy of working for a small, independent team.

You will be able to take advantage of:

- Our Local Government Pension Scheme
- Occupational health
- Appropriate training courses
- A **work life balance** policy
- Flexitime scheme
- Generous annual leave entitlement.

The Gateshead Housing Company is an equal opportunities employer and welcomes applications from candidates of any age, disability, marital status, race or sex.

The Gateshead Housing Company has achieved the Positive about Disabled People symbol and Investors In People (IIP).

Job profile – Neighbourhood Service Advisor

Grade E

- **Location:** As directed
- **Service:** Customers and Communities (Neighbourhood Services)
- **Line Manager:** Customer Service Officer
- **Car user status:** Casual

Job purpose

To deliver a customer focussed service and provide administrative support as part of a Neighbourhood Services Team working to support tenants, and sustain both tenancies and neighbourhoods.

The key roles of this post will include:

1. To be a key point of contact for customers responding to enquiries across a range of Company and Council services in line with service standards.
2. To accurately process and reconcile income in line with the Company's financial guidelines and regulations.
3. To accurately store, access and maintain electronic and manual records, ensuring information held is correct and processed in compliance with the Data Protection Act.
4. To work with customers seeking rehousing, providing advice on housing options.
5. To carry out interviews with customers and assist with home visits when required.
6. To encourage customers to access on-line services and promote digital inclusion.
7. To achieve performance targets agreed at appraisal and demonstrate a commitment to continuous improvement and value for money.
8. To always promote and implement the Company's Equality Policy.
9. To maintain a healthy, safe and secure environment complying with policies and procedures for Health and Safety at Work.
10. To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
11. Such other responsibilities allocated which are appropriate to the grade of the post.

Criteria

Essential

Experience:

- Delivering customer focussed services
- Communicating clearly face to face and by other methods
- Problem solving and negotiating
- Organisational skills

Qualifications:

- A minimum of 5 GCSE's at grade C or above or relevant experience

Knowledge:

- Effective ICT skills – including working knowledge of the Microsoft office packages
- To be able to demonstrate an understanding of what equality and diversity means in the workplace

Desirable

Experience:

- Working effectively in partnership with other services, both internal and external.
- Reconciliation of Income

Knowledge:

- Current Housing and Social Care issues
- Council Services provided to Neighbourhoods
- Cross tenure working
- Working with a diverse range of customers

Competency definitions

PEOPLE FOCUS

Relating to Customers

- Quickly builds rapport and easily establishes relationships with customers.
- Relates well to different types of customer; listens and gets on with them.

Communicating Orally

- Speaks confidently and fluently.
- Talks at a suitable pace and level.
- Holds others' attention when speaking.

Communicating in writing

- Writes fluently, clearly and concisely.
- Adapts own written communication style to suit others.

Team Working

- Fits in with the team.
- Develops effective and supporting relationships with colleagues.
- Is considerate towards them and creates a sense of team spirit.
- Works flexibly to meet team and company objectives.

INFORMATION HANDLING

Problem solving

- Identifies potential difficulties and their causes.
- Generates workable solutions and makes rational judgements.

- Identifies value for money suggestions and actions

DEPENDABILITY

Organisation

- Organises own time effectively and creates own work schedules
- Prioritises and prepares in advance
- Sets realistic time-scales

ENERGY

Customer Focus

- Puts the customer first and is eager to please them.
- Works effectively to meet customer needs and looks after their interests.

Resilient

- Remains calm and self-controlled under pressure.
- Reacts well to change.
- Stays positive despite setbacks.
- Keeps difficulties in perspective.

Using initiative

- Takes responsibility for own actions.