



JOB DESCRIPTION

Role:	Neighbourhood Housing Officer
Hours:	37 Hours per week – Full Time
Contract Type:	Permanent
Salary:	£27,842
Location:	Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne
Reports To:	Head of Housing and Communities

WHAT'S IT LIKE BEING PART OF THE BCT TEAM?

Byker is a great place to work, where a sense of caring for each other prevails. We want you to be proud to work for us and to feel excited to be part of an organisation that is making a positive difference to people's lives and the area where they live.

At BCT we value our people and empower them with the freedom to achieve, we support one another in order to give everyone the chance to do their best. This is underpinned by our customer developed strapline:

Our **Byker** – a great place to live and work.

Our **Community** – listen, engage, empower, make a difference.

Our **Tenants** – deliver high quality, value for money services with tenants at the heart.

Our Vision

BCT's Vision for 2020 is an independent Byker Community Trust where; we have delivered on the major stock transfer promises; we ensure tenants have a key voice and role in decision making; we maximise access for local people into employment, training, health and educational opportunities.

Our Mission

"We work for people who have a voice and influence in our business; we celebrate our diverse neighbourhood; we provide quality homes, environment and services"

Our Values

We will do our best for Byker by being:

- Ambitious for people and the community.
- Energetic in our work with and for our diverse neighbourhoods.
- Innovative in providing excellent services.
- Open and transparent in the conduct of our business.
- Unrelenting in our focus on positive change.

THE ROLE

NEIGHBOURHOOD HOUSING OFFICER

MAIN DUTIES

Improve the customer's quality of life by;

Providing a comprehensive housing service within a defined area of Byker, in accordance with the BCTs vision, mission and values. The objective being that of a key account manager role for customers, where the overall aim is to create sustainable communities with customer focused services to ensure business strength.

Reporting to the Neighbourhood Operations Manager, the following list is typical of the level of duties which the postholder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Customer Focus

- Build customer loyalty by providing and maintaining a link between BCT and its customers at all times in respect of all neighbourhood activities such as major redevelopment, tenant participation, day to day neighbourhood management and customer satisfaction.
- Demonstrate a passion for strong customer focus that delivers results with the community matching the ambition of our customers.
- Contribute to promotional activity in respect of neighbourhoods and all BCT services.
- Undertake surveys and take appropriate action in respect of all customer feedback.
- Use social media's to support the work of BCT and also the updating of the new BCT website.

Allocations and Void Control

- Managing the BCTs allocations and lettings policies, thus ensuring that all empty properties are allocated without delay and within the specified target periods
- Ensuring the maintenance of the housing/garage stock waiting lists.
- Make offers, accompany prospective tenants to view properties, and sign up new customers.
- Carry out pre and post termination inspections of properties. Order repairs and cleaning and ensure their satisfactory completion within the agreed timescales.
- Carry out interviews and home visits with all applicants and customers in relation to their applications. Carry out detailed investigations and offer full advice and/or signpost appropriate support where required.
- Administer customer requests for transfers and direct exchanges, in accordance with BCT policy and procedures. Promote these wherever possible.
- To contribute to the development innovative advertising and marketing initiatives that ensure growth in waiting lists, increased customer base and maximum exposure for the Byker Estate and our properties and services.

Neighbourhood Management

- Walk the patch daily, promoting a positive presence, to ensure that the area is kept in a clean and tidy condition and that gardens, landscaped areas, and all communal areas are cleaned and properly maintained.
- Ensure that the Tenancy Agreement is upheld and provide advice on customers' problems and respective landlord / tenant responsibilities, investigating and resolving complaints as required.

- Ensure a close working relationship with the partners, residents and customers to enable a joint approach to deal with issues of enforcement and develop community based diversionary activities.
- Investigate applications for alterations and improvements to be undertaken by tenants at their own expense.
- Visit all tenants on a regular basis to ensure that standards are being maintained and all investment is protected. This will include an annual customer satisfaction visit and property inspection.
- Actively seek and utilise management information to assist in the management of individual neighbourhoods.
- Liaison and co-ordination with individuals and other agencies to ensure that services are coordinated and delivered in an effective manner.
- Identify requirements for local budgets and manage and monitor expenditure designated to the neighbourhood in conjunction with the Neighbourhood Operations Manager.

Income Collection

- Ensure all income due is paid and take appropriate action in respect of non-payment, including visits, initiating recovery procedures, completing full documentation and undertaking legal action.
- Advise outgoing customers of their obligations in relation to any debt outstanding and pass all relevant information to the FTA section.
- Arrange orders for rechargeable repairs and ensure that all monies are collected.

Repairs

- Report evidence of disrepair to all properties and neighbourhood areas.
- Investigate and report requests for repairs and monitor their progress to ensure satisfactory completion and carry out post inspections to determine the quality of work and customer satisfaction.

Development

- Work with customers to identify the need for small and large scale estate improvements.
- Carry out all necessary tenant consultation including collation of referendum prior, during and following the completion of contractual activity in the area, and liaise with the contractor, architect, other sections and agencies in accordance with BCT procedures.
- Assess customers re-housing requirements and arrange decanting including all removals, connections and appropriate payments.
- Contribute to quality control by attending development meetings, undertaking site visits and identifying any issues to the appropriate person in accordance with group procedures.
- Keep up to date all records in order to have accurate property data information.

Tenant participation

- Work with the Neighbourhood Operations Manager to promote community initiatives in the area and support tenants' associations by attending meetings when necessary.
- Provide support, advice and training to all residents groups when necessary and encourage and develop new groups.

Administration / General

- Accurately record all actions taken, including interviews carried out and ensure that records are kept up to date.
- Deal with correspondence as necessary and respond within agreed target timescales.

Support your colleagues by;

- Ensuring that BCT aims, objectives, policies and procedures are implemented.
- Ensuring effective performance management and the delivery of agreed targets, service standards and budgets where appropriate.
- Ensuring that comprehensive and effective notes, records and house files are maintained for all individual customers and service delivery outcomes are captured.
- Analysing, interpreting and presenting performance information for the service and, working with customers, identifying areas of further service improvement changes.
- Providing practical and emotional support.
- Sharing ideas and solutions.

Cultural Behaviours

- Take responsibility and be accountable for your actions and behaviour.
- Contribute and deliver on the BCT Business Plan.
- Keep the business safe by reporting risks where you identify them and by complying with company policies and procedures.
- Achieve individual performance targets and contribute to the team performance targets.
- Think creatively and innovatively.
- Put people at the heart of everything we do and value the contribution they can make
- Be energised and energise others in pursuit of the BCTs goals
- Work in an ethical way that demonstrates your personal values
- Work as part of a team to ensure the effective provision of all services within the BCT.

BCT Responsibilities

You will act as an ambassador for BCT:

- To represent BCT at internal and external meetings and community groups as required.
- To positively promote and publicise the BCT.

You must at all times comply with BCTs Equality and Diversity policy and procedures and adopt the BCT culture.

You must at all times comply with the Health and Safety Policy and procedures and must draw to your manager's attention any unsafe working practice/conditions.

The post holder will comply with Data Protection and must draw to their manager's attention any security breaches.

Carry out any other duties that may be required commensurate with the general level of responsibility for the post.

PERSON SPECIFICATION

This Person Specification lists the essential qualities, skills and experience you need to have in order to successfully carry out the job. **Please try and illustrate in your Personal Statement on your Application Form how you meet the following requirements.** You will also be asked about your skills, experience etc. at an interview

Skills and Knowledge

- Knowledge of current issues surrounding social housing and how they affect customers.
- Excellent communication skills.
- Customer focussed.
- Excellent organisational skills, including time management.
- Ability to plan own workload to meet targets and deadlines.
- IT skills, including use of in-house systems.

Experience, Qualifications or Training

- Housing related experience and/or qualifications preferred.
- Ability to work as an integral part of a team. Have an enabling and 'can do' attitude as well as being a team player who is self-motivated and equally can work independently.
- Experience in providing an effective customer focussed service to a range of stakeholders.
- Enjoy working with and have empathy with different types of customer
- Be well organised with the ability to prioritise work, have effective time management skills and ability to perform to defined timescales and deadlines.
- Be passionate about enabling local communities to succeed and equally passionate about improving lives.
- Possess cultural and political awareness/sensitivity and demonstrate an ethical approach to your role.

In addition to these qualities, we would expect that the successful candidate will have the following qualities. You should make reference to them, however we will not shortlist against these criteria.

Ability to work as part of a team and on own initiative.
Ability to display discretion and maintain confidentiality.
Flexible approach to work.

FURTHER INFORMATION

All completed applications must be sent to Jaime.flinn@bykerct.co.uk by Friday 1st March 2019 at noon. **CVs WILL NOT BE ACCEPTED.**

For more information about this role please contact Jaime Flinn, Office Manager, on 0800 533 5442 or jaime.flinn@bykerct.co.uk

If you have not heard from us within 6 weeks of the closing date please assume you have been unsuccessful.