

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Neighbourhood Officer
Service Area / Team	Housing / Housing Operations
Reports to	Neighbourhood Management Specialist
Post Number	
Grade & Annual Salary	Grade E/F – subject to evaluation
Politically Restricted Post	
DBS Requirement	

JOB PURPOSE
<ul style="list-style-type: none"> • To provide a comprehensive housing management service across the district. • To take ownership of issues relating to the tenants, leaseholders, estates and general housing matters, ensuring a resolution is reached. • To work with other colleagues to ensure that income collection is maximised, repairs are completed to time and standard; that void properties are re let quickly. • To actively promote tenant engagement and involvement. • To promote and support initiatives to support community development and cohesion • To provide high levels of performance and customer service to tenants and leaseholders. • To build strong and productive partnerships across the Council, with tenants and stakeholders. • Play a lead role in developing the new housing service • Ensure collaborative working with the technical neighbourhood teams.

MAIN DUTIES AND RESPONSIBILITIES	Frequency (this will be added once the service goes live)
To be responsible for all aspects of tenancy management including lettings, assignments and successions, enforcement of conditions of tenancy, unauthorised occupation and terminations of tenancies.	

Carry out a systematic programme of tenancy checks to ensure that properties are occupied lawfully and that tenancy conditions are being complied with.	
Ensure that tenants comply with their conditions of tenancy, including keeping their properties and gardens to an appropriate standard.	
To be accountable for performance in re-letting empty properties on the neighbourhood patch, ensuring that empty properties are re-let as quickly as possible and within target timescales.	
Sign up and induct new tenants making it clear the obligations on tenants to behave in a tenant-like manner, advising new tenants on the features of their new home and assisting them in making claims for housing benefits.	
Manage introductory tenancies.	
Help ensure that stock is best utilised by ensuring that adapted properties are re-let to suitable tenants and by identifying potential transfers to release under occupied homes.	
Support and advise tenants who wish to move to a new property, including mutual exchanges.	
<u>Anti Social Behaviour</u>	
Address anti-social behaviour and other neighbour disputes, taking appropriate action including legal and other approaches available through the tenancy conditions agreed policies and procedures.	
Apply good practice in addressing ASB including feedback, whistleblowing, mediation and reconciliation.	
Liaise with police and other agencies to ensure that there is a coordinated approach to tackling anti-social behaviour where necessary. Attend appropriate inter agency groups when dealing with inter district issues.	
<u>Estate Management</u>	
Ensure that the estate environment and any communal areas are maintained to a high standard, free of fire risk, including repairs to communal areas, ground maintenance and cleaning, taking appropriate action to remedy any shortcomings.	
Identify opportunities for improvements to the physical environment and layout of the estate that will reduce anti-social behaviour or improve the physical appearance of the estate. Propose projects for the annual capital programme.	
Carry out regular and systematic estate walkabouts (with residents, councillors, contractors and other agencies where appropriate), ensuring any actions and followed up.	
Identify risks to the health & safety and safeguarding of residents and children. Record and notify the issues and take urgent actions	

to remove such risks or ensure others accept responsibility for doing so.	
<u>Debt Recovery</u> Support income management colleagues by visiting tenants with rent arrears and agreeing actions to settle or reduce the debt.	
<u>Tenant Welfare</u> Liaise as appropriate with other agencies over issues affecting the wellbeing of tenants and their families.	
Identify empty properties that are suitable for letting to occupants with disability or mobility problems.	
<u>Tenant Engagement</u> Represent the council at meetings of local tenants groups when required.	
Carry out surveys of tenants when required to ascertain their views on the service and to collect profiling and diversities information.	
Be available in the event of emergency either associated with the housing stock or its tenants or where housing plays an integral part in responding to a larger emergency.	

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.

- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

ADDITIONAL INFORMATION

Responsibility for Staff (direct reports)

0

Responsibility for Staff (indirect reports)

0

NATURE OF CONTACTS

Internal

- Employees
- Managers & Lead officers
- Corporate Management Team
- Elected Members

External

- Tenants
- Tenant Representatives
- Tenant families / friends
- Public
- Contractors
- Community Safety partners
- Social Services

Folkestone & Hythe District Council Person Specification

Post Title: Neighbourhood Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> Relevant Housing or related professional qualification or willingness to achieve a relevant qualification 	✓		
	Desirable <ul style="list-style-type: none"> CIH or other housing related qualification Relevant housing training courses 	<ul style="list-style-type: none"> ✓ ✓ 		
Experience and Knowledge	Essential <ul style="list-style-type: none"> Demonstrable experience of working in a housing management environment Demonstrable understanding of tenancy and leasehold management law and practice Demonstrable up to date knowledge of relevant housing legislation, sector influences and regulatory requirements Demonstrable experience of delivering effective collaborative team working and building effective relationships with both internal teams and external customers and partners Experience of operating housing software, MS Office software such as Microsoft Word, Excel and Outlook. Experience of using housing management software and familiar with the need for comprehensive case notes etc. 	✓	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	

	<p>Desirable</p> <ul style="list-style-type: none"> ▪ Previous experience of working in local government. ▪ Previous experience in working in a customer facing service with demanding customers. ▪ Experience in instigating court action in connection with tenancy enforcement. 	<p>✓</p> <p>✓</p>	<p>✓</p>	
<p>Skills and Abilities</p>	<p>Essential</p> <ul style="list-style-type: none"> ▪ Ability to work in a complex people centred service with demanding and vulnerable customers. ▪ Ability to produce, analyse and interpret complex information and present it in a meaningful and understandable way illustrating an awareness of the audience ▪ Ability to develop and maintain beneficial relationships with internal and external stakeholders ▪ Able to progress and manage projects on time and within budget. ▪ Excellent oral and written communications skills with the ability to communicate and negotiate effectively with members of the public, councillors, professional bodies and other members of staff. ▪ Able to contribute to the work of the wider team and to work on own initiative. ▪ IT competent in spreadsheets, database management and word processing. ▪ Willingness to attend evening meetings or visits to residents homes, estates or council premises 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	