

## **Role Profile – Manningham Housing Association Neighbourhood Officer**

Responsible to :	Neighbourhood Team Leader
Responsible for :	No staff
Budget responsibility :	Neighbourhood Officers Fund

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### **Job Purpose**

To provide a customer-focused service for a specific geographic area with a variety of responsibilities including tenancy and estate management, allocations and lettings and to work with customers on participation and involvement in service delivery.

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### **Key Deliverables and Outcomes**

1. Deliver effective, high quality, customer focused neighbourhood services across a neighbourhood, in line with best practice, internal policies, procedures and service development initiatives, contractual obligations and statutory requirements.
2. Be an advocate for customers on the particular patch ensuring that they can access and receive an appropriate service of high quality from the Association.
3. Take ownership and resolve complaints when they first occur where the customers experience with the association has been poor.
4. Responsible for the enforcement of tenancy conditions, responding specifically to complaints of anti-social behaviour which may include preparing notices, attending court hearings and evictions to ensure satisfactory outcomes. To work with Manningham's Legal team, the local community and other partner agencies to effectively challenge all aspects of anti-social behaviour, giving advice and support to customers who are victims of anti-social behaviour.
5. Working in collaboration with the Income team to regularly review customers' accounts to ensure proper control over arrears of rent, service charges, and the collection of re-chargeable repair monies and taking appropriate action in accordance with Manningham HA policies and procedures, including assisting with preparing cases referred to Court and attending evictions, where appropriate.
6. Actively promote and market empty homes in order to undertake the letting of the homes in the designated area within the Manningham HA relevant policies and procedures, to ensure rent loss is kept to a minimum and that organisational void targets are met.
7. To carry out weekly fire alarm testing and undertake fire safety inspections in multi-occupancy properties.
8. To undertake new tenancy sign ups and provide advice and information to the customer to help them sustain their tenancy. As required to undertake new tenancy follow up visits to ensure they have settled in and identify support issues if required.
9. Responsible for effective customer engagement at the neighbourhood level ensuring that "hard to reach" groups are involved. Work closely with customers, resident groups, partner agencies and others including the Customer Involvement and Engagement Officer and the Community Partnership and Investment Manager to develop and deliver plans that respond to local issues and concerns.

10. To facilitate and attend meetings with customers, resident groups and others which may involve working outside of regular working hours, to address concerns, provide support, and promote positive community relationships
11. Assist the Neighbourhood Team Leader in the production of local annual plans, wherever possible making the improvements to the quality of the service provided and ensuring local relevance. Engage with the Association's continuous improvement work ensuring that Manningham benefits from the Neighbourhood Officer's intelligence and experience.
12. Respond to enquiries and complaints from customers in a timely and effective manner in accordance with Manningham HA policies and procedures.
13. To carry out such other duties as the Neighbourhood Team Leader may reasonably request.
14. The post-holder's duties must at all times be carried out in compliance with legislative requirements such as health and safety and all of the Associations policies and procedures in particular the Equality, Diversity & Inclusion Policy and any other policies designed to protect employees or service users.
15. It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010; age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality), religion or belief (includes non-belief), sex (man or woman) and sexual orientation (includes lesbian, gay, bisexual or heterosexual). The post-holder should not accept any such practice or behaviour and should either challenge or report it.

## **Person Specification** (all areas are essential unless otherwise specified)

### **Qualifications**

Good level of general education to degree/HND level or equivalent experience  
Possess a driving licence and have the use of an insured vehicle for work use

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### **Experience**

Understands what a customer-focused neighbourhood service is  
Experience of working in the housing sector or similar services with experience in housing management  
Experience of tenancy enforcement and dealing with anti-social behaviour  
Experience of liaison with Local Authorities and other relevant agencies Knowledge of current housing issues and an ability to interpret and put into effect relevant housing legislation  
Experience of dealing with complaints and difficult situations

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### **Practical & Intellectual Skills**

High level of written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences.  
Good communication and interpersonal skills Ability to make clear written and oral reports  
Effective budgeting skills  
Tactful and Diplomatic when under pressure

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### **Personal Qualities**

Has the attitude, commitment and motivation to deliver a first-class service to our customers  
Comfortable being mobile, working in the patch for the bulk of the time using own initiative  
Understanding and able to demonstrate the vision and values of Manningham HA Able to use IT programmes relevant to this job role i.e. MS Office  
Ability to make sound judgments on the information available  
Can do attitude to work  
A person with the desire to improve services and performance and make a real contribution to the running of the organisation  
Energetic personality with a high degree of personal drive and integrity, but with the sensitivity to retain the support of others  
Possessing the authority, presence and impact to engage respect from colleagues and from external contacts  
Confident and effective decision-maker  
Able to demonstrate high standards of personal resilience and integrity. Able to work under pressure and deliver results to tight deadlines

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### **Development**

Willing to develop own skills and evidence of personal development

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## **The Associations 'Expectation of our Colleagues' apply to this role**