



Job Title: Neighbourhood Officer

Pay Scale: Circa £28K.

Job Description

Department: Tirion Homes Limited

Responsible to: Neighbourhood Manager

Responsible for: N/A

Hours of work: 37.5 hours per week

Job purpose

- To support the delivery of high standards of a Neighbourhood Management service.
- Building and maintaining close working relationships with tenants, contractors and partners.
- work closely with the Neighbourhood Manager to continue the excellent service we provide to our residents, maximising tenancy sustainment and delivering Community Engagement activities.

Key Outputs of the role:

1. To promote a culture of customer focus and to ensure that the services delivered are responsive to resident's needs.
2. To collaborate with the team and take initiative to manage our end of defects, reactive repairs and compliance list in cooperation with our approved contractors, currently, this includes our gas, electric, fire safety and sprinkler testing.
3. To investigate and manage low- level anti-social behaviour cases following our policies, procedures, and all relevant legislation.
4. Undertake property viewings, lettings and associated tenant referencing for prospective tenants, and settling in visits within six weeks of any letting.
5. Visit residents on a regular, targeted, and proactive basis, ensuring contractual obligations are met.
6. Ensure that residents are supported through the crucial early and end stages of their tenancy with us and support the Neighbourhood Manager by providing direct support work to residents so that they sustain a healthy tenancy.
7. Support the Neighbourhood Manager by coordinating, monitoring, and actioning estate action plans including attending monthly and quarterly Estate Inspections.
8. Assist with the delivery of relevant project work as and when required.
9. Keep accurate records of tenant contact and resolution and maintain records of defects, health and safety and compliance matters.
10. Promote community engagement and assist the Neighbourhood Manager in arranging and attending events for tenants at our schemes
11. Any other related duties.



NEIGHBOURHOOD OFFICER.

Person Specification

	ESSENTIAL	DESIRABLE (nice to have)
Qualifications and Experience	<ul style="list-style-type: none"> • Good general standard of education • Experience in a housing or customer focused service 	<ul style="list-style-type: none"> • Professional Property or Housing Qualification • Experience of Property Management
Knowledge and Expertise	<ul style="list-style-type: none"> • Good understanding of housing policies and procedures. • Understanding of landlord and tenant obligations • Understanding of the issues surrounding tenant engagement 	<ul style="list-style-type: none"> • Understanding of basic building construction • Understanding of welfare benefits • Experience of dealing with anti-social behaviour and safeguarding issues. • Knowledge of new build handover procedure
Skills	<ul style="list-style-type: none"> • Good communication skills • Numeracy skills • Adaptable and flexible approach to work • Ability to work on own initiative • Ability to prioritise work and manage time • Self-motivated and enthusiastic 	
Personal Attributes / Abilities	<ul style="list-style-type: none"> • Committed to equality of opportunity and understanding of diversity issues • Ability to exercise discretion in dealing with confidential or sensitive matters • An ability to act under own initiative in investigating and finding the appropriate solutions to problems • A clear customer focus • Ability and willingness to work out of office hours to attend meetings/community events occasionally 	<ul style="list-style-type: none"> • Ability to communicate in Welsh

	<ul style="list-style-type: none">• Willingness to participate in own personal development• Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail• Hold a full driving license to travel efficiently between our schemes.	
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