

Job Description



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

Post Title	Neighbourhood Assistant	Post No	SCH20d
Directorate	Housing Management		
Division	Neighbourhood Services		
Salary Band/Range	Band C £24,702 to £27,334 per annum. Incremental progression is subject to performance.		
Responsible to	Neighbourhood Officer		
Location	Endeavour House		
DBS Check	No		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers		
Car User Status	This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively. Applicants must be able to drive, have a driving licence and be a car owner, however for disabled applicants, reasonable adjustments will be made where required.		
Police Vetting	The post holder will be required to comply with West Midlands Police Vetting procedure to ensure access to police premises, information and/or systems		
Special Conditions			

1.	Job Purpose
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Job Purpose

You will provide support to Neighbourhood Officers and assist in the delivery of generic housing services that include Anti-Social Behaviour (ASB) and Tenancy Management. You will undertake a range of duties across all areas of Neighbourhood Services and be responsible for providing excellent customer service.

You will be responsible for supporting officers to manage their caseloads so will need to have an understanding of the social and physical context of neighbourhoods and how to manage and resolve issues and enquiries, together with good communication and IT skills.

The post holder will provide:

- A high quality customer focussed service to all our customers
- A pro-active and preventative approach to the safeguarding of adults and children
- A supported environment to assist customers in sustaining their tenancy
- A pro-active and preventative approach to ASB and tenancy breaches
- A supported environment to assist customers in maintaining and taking pride in their local area

It will be necessary for the post holder to be vetted to Police standard (Non Police Personnel Vetting).

2.	Key Responsibilities
2.1	Main Duties
	<ul style="list-style-type: none">• Assist and support Neighbourhood Officers during interviews, home visits and court attendance• You will support officers to manage their caseloads dealing with a range of generic housing issues such as anti-social behaviour, tenancy management.• Arrange home visits and conduct face to face interviews with customers• Arrange mutual exchanges, tenancy visits, notices (NTQs and NTV's)• Make first calls for ASB complaints and open cases accordingly• Complete comprehensive tenancy audits and reviews• Prepare legal notices such as Notices to Quit and Notices of Seeking Possession• Provide effective support across the multi functional team• Write letters, reports and assist with the recording of minutes• Extract and provide statistical information from IT systems on behalf of the team and service area• Compile reports as required• Install and manage the noise monitoring equipment at customers homes• Attend agency and partnership meetings as and when required• To undertake such other duties as may reasonably be required from time to time appropriate to the grade of the post
2.2	People Management
	None
2.3	Safeguarding
	SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the

	children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.
2.4	Financial Management
	None
2.5	Buildings & Equipment
	N/A
2.6	Health & Safety
	Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.
2.7	Information Management
	As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR
2.8	Policies & Procedures
	The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

3.	Other Conditions
3.1	Mobility
	Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.
3.2	Equal Opportunities
	SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.
3.3	Variations to Job Descriptions
	Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH I therefore retains the right to amend job descriptions to reflect changing requirements.
3.4	Training and Development
	SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
3.5	Lean
	SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.
3.6	SCH Behavioural Framework
	SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework.

Compiled/Reviewed	Stuart Baxter, Community Safety Manager
Date:	8/7/2024

Person Specification



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Post Title	Neighbourhood Assistant	Post No	SCH20
Directorate	Housing Management		
Division	Neighbourhood Services		
Salary Band/Range	Salary Band C		
Responsible to:	Neighbourhood Officer		

METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	4 GCSE's (including English at Grade C) or equivalent or suitable relevant experience	To hold or be studying for CIOH qualification or equivalent	AF

Skills & Abilities	Good interpersonal skills with the ability to deal confidently and tactfully with customers, colleagues, partners and members	Ability to take meeting notes or minutes	AF/I
	Ability to deal with a diverse range of challenging issues		AF/I
	Ability to solve problems		AF/I
	Good communication skills both written and verbal		AF/I
	Ability to work independently and effectively without close supervision		AF/I

	Ability to work calmly under pressure and manage changing priorities		AF/I
	The ability to work collaboratively and effectively as part of a team		AF/I
	Ability to gather information, analyse it and respond proactively to meet set targets and timelines		AF/I
	Able to carry out frequent travel across the Borough efficiently		AF/I
	Ability to be flexible and work outside normal working hours		AF/I

Experience & Knowledge	Experience of working in a busy office environment	Experience of working in social housing , local government or public service	AF/I
	Experience of dealing with a diverse range of customers both on the phone and face to face		AF/I
	Experience of using different IT systems and competent with using Microsoft word and excel		AF/I/T
	Experience of dealing with complex and sensitive issues		AF
	Understanding of what ASB is and the importance of good case management		AF/I/T
	Recognising safeguarding and mental health issues and the implications for housing		AF/I/T

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Core Behaviours	Honest & Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
	Excellence - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Achieving Together - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Respect and Trust - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	Transparency and Simplicity - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview
	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

Other Requirements			
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Compiled/Reviewed	Stuart Baxter, Community Safety Manager
Date:	8/7/2024