

# 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.

<b>Post Title</b>	Neighbourhood Officer	<b>Post No</b>	P6617B
<b>Directorate</b>	Housing Management		
<b>Division</b>	Neighbourhood Services		
<b>Salary Band/Range</b>	Band D £30,296 to £34,834 per annum. Incremental progression is subject to performance.		
<b>Responsible to</b>	Neighbourhood Services Team Leader		
<b>Location</b>	Endeavour House		
<b>DBS Check</b>	No		
<b>Fluency Duty</b>	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers		
<b>Car User Status</b>	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.		
<b>Police Vetting</b>	The post holder will be required to comply with West Midlands Police Vetting procedure to ensure access to police premises, information and/or systems		
<b>Special Conditions</b>			

<b>1.</b>	<b>Job Purpose</b>
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## Job Purpose

The post holder will be responsible for providing a customer focused proactive and high quality service to their customers. Looking to sustain neighbourhoods and communities you will take ownership of anti-social behaviour, supporting victims, witnesses and perpetrators in the public and private sectors. You will also manage tenancy matters within a specific patch to a range of tenancy types to ensure neighbourhood safety, tenancies are effectively managed, and residents are supported.

You will be required to act as an ambassador for Solihull Community Housing (SCH) proactively working in partnership with other service areas within SCH and external partners to deliver excellent services to the neighbourhoods in the locality in which you work.

You will be a visible presence in the neighbourhood in which you work and are expected to devote a significant amount of your time out of the office making yourself known and visible within your defined area, building relationships and working with your customer base and partner agencies and attending or leading partnership briefings.

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

- Manage a range of tenancy types and leases granted by Solihull Metropolitan Borough Council and Solihull Community Housing in accordance with the relevant tenancy agreement, lease, policy and procedures
- Investigate all cases of ASB in accordance with policy and procedures, gather evidence, take witness statements, and prepare paperwork and case files for legal intervention and court attendance, when necessary. This may include using surveillance equipment.
- Prepare and serve Notices to Quit, Notice of Proceedings for Possession and Notices seeking Possession and provide statements and attend court where applicable.
- To recognise and take responsibility for administering safeguarding referrals for children and adults
- Complete comprehensive tenancy audits and timely tenancy reviews and take the appropriate follow up action
- Investigate effectively and sensitively all tenancy management cases received including but not limited to:-
  - abandonments, sub-let / tenancy fraud

	<ul style="list-style-type: none"> <li>○ requests for tenancies to be surrendered, assigned or terminated</li> <li>○ person left in occupation following a death, relationship breakdown or termination of tenancy or any reason where someone is an unlawful trespasser</li> <li>○ where a tenant has died or been admitted into a nursing home and the tenancy needs to be legally ended</li> <li>○ reports of smells, dirty, poor condition properties (hoarders) and of animals left in empty properties and neglected or dangerous animals in tenanted properties and take appropriate action</li> <li>○ applications for joint tenancies and mutual exchanges making recommendations for approval or refusal</li> </ul> <ul style="list-style-type: none"> <li>● Conduct face to face interviews with customers on a diverse range of issues. These interviews may be confrontational or sensitive and will require you to be assertive and empathetic.</li> <li>● Provide a high standard of written communications: letters, emails, reports, and statements, to customers, colleagues, partners and elected members within specified timescales</li> <li>● Attend partnership meetings, integration briefings, working groups, resident group meetings, workshops and other public meetings including out of hours.</li> <li>● Undertake other such duties as may reasonably be required within the broad remit of your role and grade.</li> </ul> <p><b>Supervision Received</b></p> <p>You will report to a Neighbourhood Services Team Leader</p> <p>You will receive support, direction and supervision from a Neighbourhood Services Team Leader.</p>
<b>2.2</b>	<b>People Management</b>
	None
<b>2.3</b>	<b>Safeguarding</b>
	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.
<b>2.4</b>	<b>Financial Management</b>
	None

<b>2.5</b>	<b>Buildings &amp; Equipment</b>
	N/A
<b>2.6</b>	<b>Health &amp; Safety</b>
	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.
<b>2.7</b>	<b>Information Management</b>
	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
<b>2.8</b>	<b>Policies &amp; Procedures</b>
	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.

<b>3.</b>	<b>Other Conditions</b>
<b>3.1</b>	<b>Mobility</b>
	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.
<b>3.2</b>	<b>Equal Opportunities</b>
	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.
<b>3.3</b>	<b>Variations to Job Descriptions</b>
	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.
<b>3.4</b>	<b>Training and Development</b>
	SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
<b>3.5</b>	<b>Lean</b>
	SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.
<b>3.6</b>	<b>SCH Behavioural Framework</b>
	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.

<b>Compiled/Reviewed</b>	Stuart Baxter, Community Safety Manager
<b>Date:</b>	8/7/24



# Person Specification



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<b>Post Title</b>	Neighbourhood Officer	<b>Post No</b>	
<b>Directorate</b>	Housing Management		
<b>Division</b>	Neighbourhood Services		
<b>Salary Band/Range</b>	Salary Band D		
<b>Responsible to:</b>	Neighbourhood Officer		

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

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Measured By</b>
<b>Education &amp; Qualifications</b>	Minimum of 4 GCSEs including English at Grade C or above – or housing management experience in a similar position	To hold or be studying for CIOH qualification or equivalent	AF

<b>Skills &amp; Abilities</b>	Have excellent interpersonal skills with the ability to deal confidently and tactfully with all customers, colleagues, partners and members		AF/I
	Demonstrate the ability to gather information, problem solve, and produce realistic outcomes		AF/I
	Have the ability and confidence to challenge tenants and leaseholders who breach their tenancy agreement or lease and/or perpetrate ASB		AF/I
	Be able to gather evidence and produce witness statements		AF/I

	Be able to attend court hearings to represent SCH in any housing management or ASB cases where legal intervention is required		AF/I
	To provide witness support as and when required.		AF/I
	Be able to work on own initiative or to work effectively as part of a multi-disciplinary team		AF/I
	Have the ability to drive and have access to a car during working hours		AF
	Effective organisational and time management skills including the ability to prioritise own workload, meet targets and tight deadlines, and work well under pressure.		AF/I

<b>Experience &amp; Knowledge</b>	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/I

	Knowledge of the tools and powers available under the Anti-Social Behaviour Crime and Policing Act 2014	AF/I/T
	Experience of managing a range of different tenancy types	AF/I
	Knowledge of the issues faced by tenants living in social housing	AF/I
	Worked in a social housing environment	AF/I
	Experience of partnership working within the crime, disorder and ASB remit	AF/I
	Experience of using data bases and Microsoft Office Packages, including Excel, Word and Outlook (or equivalent).	AF/I
	Experience of working with confidential and sensitive information and managing personal data in accordance with data protection regulations	AF/I
	Recognising safeguarding and mental health issues and the implications for housing	AF/I/T

<b>Core Behaviours</b>	<b>Honest &amp; Responsibility</b> - 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
	<b>Excellence</b> - 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



	<b>Achieving Together</b> - 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
	<b>Respect and Trust</b> -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
	<b>Transparency and Simplicity</b> - 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
	<b>Leadership</b> - 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

<b>Other Requirements</b>			
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<b>Date:</b>	8/7/2024