

**JOB PROFILE:** Senior Neighbourhood Services Advisor

**RESPONSIBLE FOR:** Supervising Neighbourhood Service Advisors

**PURPOSE:** To assist the Neighbourhood Services Manager in

providing a high quality, customer-focused and accessible housing management service.

Effectively supervise staff to ensure we are contributing to building and maintaining sustainable communities and providing cleaner, greener and safer neighbourhoods.

Monitor performance against KPIs and action plans taking steps to escalate and address barriers to success as they arise.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

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| **1.** | Supervise and coach a team of Neighbourhood Service Advisors ensuring that they have the training and development required to undertake their duties. Monitor individual and team performance against KPIs, objectives and actions and play a key role in achieving targets and delivery of a customer focused housing management service. |
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| **2.** | Oversee that all enquiries from customers are dealt with efficiently and that advice and information given is correct and in accordance with best practice and current legislation. Ensure that all service standards are adhered to including responding to customer queries and requests in accordance with published timescales and best practice. Contribute to the delivery of Community Pledges. |
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| **3.** | Assist the Neighbourhood Services Manager in the development of strategies, actions plans, policies and procedures and ensure that individuals and the team operate effectively in accordance with these. |
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| **4.** | Demonstrate commitment to providing cleaner, greener, safer neighbourhoods. Undertake regular neighbourhood inspections and walkabouts with colleagues, residents and partner agencies. Take steps to resolve issues including instructing other teams, partners or external agencies to undertake necessary action. Monitor estate condition and performance against KPIs in all areas responsible for. |
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| **5.** | Contribute towards the formulation of budgets, monitoring expenditure and ensuring that we enhance the estates and improve facilities for residents whilst providing value for money. |
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| **6.** | Work collaboratively with internal colleagues to ensure achievement of target re-let times for voids and letting homes in accordance with policy, procedure and best practice. Monitor performance in all areas of responsibility against KPIs, anticipate problems and provide appropriate solutions. Produce reports and performance information as required. Take the lead in developing, implementing and reviewing local lettings plans, working closely with partners to ensure that we are contributing to sustainable communities. |
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| **7.** | To understand and enforce conditions of tenancy and leases and advise customers when conditions have been breached. Make use of remedies available including legal ones where reasonable and proportionate. Monitor and review actions taken to remedy breaches across all areas of responsibility. |
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| **8.** | Identify, investigate and take action on incidences of anti-social behaviour, harassment and nuisance in accordance with policy and procedure. Liaise with the Anti-social Behaviour Officer, statutory and voluntary agencies to address and resolve incidences of anti social behaviour. Provide performance monitoring information and reports as required. |
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| **9.** | Ensure that all service standards are adhered to including responding to customer queries and requests in accordance with published timescales. |
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| **10.** | Investigate and take actions to address tenancy fraud to ensure that we are making best use of our existing housing stock. |
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| **11.** | Undertake pre-void and mutual exchange inspections to ensure that properties have been maintained to a satisfactory standard and breaches of tenancy are rectified prior to termination of tenancy. Minimise risks of former tenant arrears and high void costs. |
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| **12.** | Undertake pre-tenancy interviews for prospective tenants ensuring that any specific needs or risks are identified and referrals and actions are taken as necessary to maximise tenancy sustainment. |
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| **13.** | Meet prospective tenants on site to view the property, inspect the property to ensure it meets the company void standard. Provide information on the local area and answer any queries as necessary. |
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| **14.** | Sign up tenants to their new tenancy ensuring they are fully aware of the rights and responsibilities of both parties. Explain relevant housing policies and procedures and outline the service and standards that customers can expect. |
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| **15.** | Visit all tenants within six weeks after tenancy commencement to ensure they have settled in and resolve any outstanding problems. |
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| **16.** | Closely monitor starter tenancies in accordance with the policy and procedure taking prompt action to address breaches where necessary. |
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| **17.** | Deal with requests for tenancy changes and permissions in accordance with the conditions of tenancy and within timescales set out in service standards. |
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| **18.** | Provide information and assistance to residents in need of temporary or permanent relocation as a result of emergency or major works to their home, demolition or change of use. Liaise with other agencies as appropriate. |
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| **19.** | Deal with boundary disputes, identify boundaries and inform parties of findings in a timely manner. Utilise available remedies such as mediation where matters cannot be resolved. Pass information to the Legal team for right to buy applications. |
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| **20.** | Provide advice on Teign Housings policies including transfers and mutual exchanges, aids and adaptations referring customer to other teams for detailed advice as appropriate. |
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| **21.** | Attend residents meetings and provide advice and assistance. Liaise with Resident Involvement lead on relevant issues and play an active part in recruiting residents to groups. |
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| **22.** | Identify signs and risks associated with domestic abuse, child protection, public protection and protection of vulnerable adults. Liaise with managers and make referrals to external organisations as appropriate. Monitor and review outcomes. |
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| **23.** | Provide advice and accurately signpost tenants to facilities, services and resources which may improve quality of life. |
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| **24.** | Keep up to date with legislation, policy, procedures and best practice. |
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| **25.** | Provide monitoring information on all areas of responsibility. Collate information and prepare reports as required. Be willing to present reports and papers to varying groups of people including residents and senior managers. |
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| **26.** | Ensure accurate records are kept on files and databases and that confidentiality and data protection requirements are adhered to. |
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| **27.** | Work to ensure that good working relationships are fostered and maintained with colleagues, partners and external agencies. |

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Neighbourhood Services Manager and Head of Housing from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………