

# Neighbourhood Housing Officer Role Profile



# What you will do

## Key Responsibilities

- To deliver a high-quality housing management service that helps customers to live well and enjoy their home and neighbourhood responsibly by offering support and ensuring that Incommunities duties as a landlord are fulfilled
- Responsibility for co-ordinating a full range of housing services, to ensure that our neighbourhoods are clean, safe, pleasant places where people want to live.
- Spend 80 per cent of your time out in our neighbourhoods
- Take responsibility for your neighbourhood patch, ensuring services are delivered to a high standard and identifying where works are required on properties and communal areas.
- Completing property inspections and tenancy checks to ensure tenancy obligations are being adhered to and tenancy records are up to date.
- Identify when customers are not meeting their tenancy obligations and put in place action plans to resolve, including the management of ASB and tenancy breaches
- Identify any support needs for individual customers and refer internally or externally as necessary, including making safeguarding referrals.



# What you will do

- Ensure that risks, including gas and electrical compliance and fire safety are identified and managed in accordance with regulatory requirements.
- Develop and co-ordinate neighbourhood action plans, with the wider business and in consultation with customers
- Proactively develop and sustain positive working relationships with key stakeholders to deliver safe and clean neighbourhoods, this includes partnerships with local police, local authorities and other agencies/organisations .
- Work and contribute to investment/other projects when required.
- Proactively and effectively respond to and reduce complaints, ensuring a focus on de-escalation and an improvement in customer satisfaction.
- Ensure all services are delivered in a tailored manner taking into account our customers diverse needs.
- Make a positive contribution to your neighbourhoods by identifying where local investment could contribute to the prevention of crime and ASB or where adult and youth enrichment activities could improve the lives of residents.
- Develop knowledge and awareness of social housing and community issues including case law, best practice, current legislation and national initiatives
- Responsibility for ensuring all records both digital and manual are updated promptly and accurately.



# What you will bring

- Experience of dealing with customers face to face in a housing related role
- Experience of working with customers and stakeholders to deliver sustainable improvements and positive outcomes for communities.
- Previous experience of taking ownership of, dealing with and de-escalating complaints.
- Knowledge of dealing with anti-social behavior complaints
- A passion for delivering excellent customer service and making a difference to the peoples lives.
- Experience in a customer service environment and resolving complex customer cases and challenging situations, demonstrating empathy, sensitivity and diplomacy.
- Awareness of customers diverse needs
- Flexible and adaptable approach to a changing and varied workload
- Demonstrable experience in the ability to write and communicate clearly and appropriately to different audiences.
- Ability to gather, record, understand, and analyse data, using manual and electronic systems including microsoft packages.
- Excellent organisation, project management and time management skills
- Ability to prioritise, manage your own workload and to meet deadlines
- Self-motivated, driven and skilled at taking ownership



## You will be a star performer in this role if you...

- Driven to make positive and long-lasting changes within communities
- Enjoy working in a fast-paced environment, where no two days are ever the same
- Enjoy working with the public and being visible within our neighbourhoods 80% of the time
- Resilient and solution driven
- Confident to work alone
- Organised with good record keeping abilities

## This isn't your dream job if you...

- Are not proactive and self-motivated.
- Do not like spending time on site out in the community – it is important to be visible and build relationships with our customers.
- Do not like dealing with Anti-social behaviour
- Like every day to be the same – expect the unexpected!



# Why work for us

## At Incommunities we offer jobs with real social purpose.

You'll be part of a multi-skilled workforce dedicated to providing great homes, communities, and services, all whilst achieving your own goals of developing as a person, colleague, and team player too.

We want everyone to feel empowered to bring their best self to work – that's why we provide opportunities to learn and grow, lots of flexibility, and great benefits so we can support you in your life and your career.

We know inclusion is not just about considering protected characteristics, such as disability, gender, age or sexuality, it's about embracing the differences of thought, experience, and perspectives of everyone, and we are working hard to ensure all colleagues feel they belong.

Equity, diversity, and inclusion are important to us, and we proactively seek people to come and work with us from all backgrounds. We welcome and need people bringing different experiences and perspectives and work hard to provide an environment where all colleagues can be their true selves.

As a Mindful Employer, we have committed to working towards better mental health in the workplace and are determined to deliver a culture of physical and mental wellbeing openness and support.



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