

JOB DESCRIPTION

Job Title:	Neighbourhood Manager
Service / Department:	General Needs
Reports To:	Housing Services Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adult Barring

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

Reporting to the Housing Services Manager, the Neighbourhood Manager will provide a responsive, effective and efficient generic housing management service to all Salvation Army Homes's customers, working with all relevant teams to ensure the delivery of customer focused service.

Main Duties and Responsibilities:

- To deliver an efficient and effective generic housing management service to tenants in line with good practice, policies and procedures, Key Performance Indicators and Service Standards.
- Take ownership of a geographical generic patch and be solution orientated to provide excellent customer service at all times to both internal and external customers.
- Ensure that tenants' needs and problems are identified at the earliest possible stage and that prompt action is taken to respond to these needs to prevent escalation of problems and ensure tenancies are sustained.
- Seek out and develop partnerships within the area that will provide benefits for both Salvation Army Homes and our tenants.
- Achieve arrears level within agreed targets through effective management of rent and service charge accounts.
- Action arrears cases in accordance with Salvation Army Homes's policies and procedure and in line with the Rent Arrears Protocol, ensuring that clear and comprehensive notes are always recorded.
- Make decisions to ensure that cases are escalated through the stages at the appropriate time including actioning cases requiring court action or where requested application evictions.
- Serve correct notices, prepare Court applications, and represent Salvation Army Homes in Court ensuring that all aspects of the pre-Court Protocol are adhered to.
- Proactively sign-post and refer tenants to welfare benefits advice and money advice.
- Implement the appropriate action in cases of any breaches of tenancy agreement including anti-social behaviour, neighbour nuisance, racial harassment, any other form of harassment, and domestic violence in liaison with statutory and non-statutory bodies.
- Carry out scheme inspections, report and take action to ensure that the quality of cleaning, grounds maintenance, security, related services meets tenant's expectations and represents value for money and is in line with the terms specified to the contractor.
- Provide effective management of Salvation Army Homes's homes and support the sustainment of tenancies.
- Ensure that tenants understand their rights and responsibilities under the tenancy agreement and all tenancy conditions are adhered to.

- Administer the Allocations Policy, ensuring properties are let, minimise rent loss, and void turnaround times, within agreed targets and liaising with Local Authorities and other referral agencies.
- Advise tenants on Salvation Army Homes's policies on transfers and mutual exchanges, and to process transfers and mutual exchanges as required.
- Be responsible for signing up new tenants and carrying out new Tenancy Visits.
- Undertake regular Tenancy Visits in line with Salvation Army Homes policy and procedure to discuss service charges, rent and housing benefit / Universal Credit problems, repairs, and where necessary identify tenancy issues and take appropriate action.
- Liaise and work with external organisations to ensure that customers receive the housing related services to which they are entitled.
- Effectively manage the termination of tenancies and ensure prompt allocation to a suitable new applicant.
- Work with complex cases and within the guidelines of current legislation and Salvation Army Homes's legal responsibilities as a landlord.
- Engage with our residents, ensuring they have the advice, assistance and tenancy support they require, enabling them to meet their tenancy obligations and maintain their tenancies effectively.
- Identify and establish early interventions where required to support the sustainment of tenancies, reducing anti social behaviour, rent arrears and evictions.
- Reduce tenancy failure and encourage retention wherever possible and appropriate.
- Prevent homelessness through proactive housing management, advice, partnership working and the identification of tenancies that may be at risk.
- Visit those tenants as required providing assistance to ensure that they are meeting their tenancy obligations.
- Provide a holistic approach in dealing with tenants / families and referring to external agencies as required.

Related Activities:

- Responsible for involving and promoting tenants in activities of Salvation Army Homes.
- Attend Resident Engagement meetings and forums.
- Work closely with the Customer Feedback team to identify reasons for dissatisfaction and proactively work to improve these areas ensuring this is communicated to the customer.
- Provide monthly monitoring information / reports as and when required.
- Adhere to Salvation Army Homes's Equal Opportunities Policy and Health and Safety Policy, Lone Working Policy and Safeguarding Policy.
- Encourage social inclusion and community development, and champion preventing issues such as unemployment, discrimination, poor skills, low incomes, transport and family breakdown.
- Liaise with local communities, network with voluntary groups and charities such as Social Inclusion
- Provide general supervision to either a Caretaker, Cleaner or an Apprentice, if relevant.
- Carry out duties as required in connection with the management of Salvation Army Homes's Older Person's Schemes.
- Raise awareness within Salvation Army Homes of issues faced by our vulnerable tenants.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Membership of the Chartered Institute of Housing is desired but not essential

Aptitudes and Abilities:

- Highly developed negotiating and influencing skills with the ability to act effectively
- Ability to complete tasks in an accurate and timely manner when working under pressure
- Attention to detail & good written and verbal communication
- Effective liaison with colleagues / other stakeholders to give information / find information / resolve problems
- Able to use a full range of Microsoft Office applications
- Organisation and ability to time-manage workload
- Able to deliver a high standard of customer service
- Ability to develop and project a positive image of Salvation Army Homes through personal, written and oral skills
- Problem solving mindset
- Professional and value led with integrity, inclusivity and respect for diversity
- Able to work flexibly and when needed outside of normal working hours

Experience and Interests:

- Relevant experience in a similar role
- Experience of working in a successful income / allocations / housing management team is desirable
- Experience of working with people in receipt of Housing Benefit and Universal Credit
- Experience of cross team and partnership working

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?