

JOB DESCRIPTION

Job Title:	Assistant Neighbourhood Manager
Service / Department:	General Needs (London)
Reports To:	Neighbourhood Manager
Responsible For:	n/a
DBS Check:	Enhanced

Job Purpose:

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

Working on one of our general needs housing schemes, you will have the opportunity to help the community grow and become a better place to live by supporting people to manage their tenancies and being the first point of contact for our tenants living in the community.

Main Duties and Responsibilities:

- As part of the Neighbourhood team you will deliver housing advice, support and provide intensive case management to our residents. The aim is to help tenants sustain their tenancy and play a positive role within their community
- To proactively ensure residents are empowered to keep up with their rent payments, work with the income management team to monitor rental income and keep rent arrears to a minimum
- To be responsive to instances of disrepair within accommodation and work with the asset management and repairs team to ensure any maintenance issues are resolved
- To ensure the environment is kept to a good standard, assisting the neighbourhood manager in managing issues such as gardening and cleaning contracts
- To work with the Neighbourhood Manager to ensure the speedy allocation and re-let of void properties within the target turnaround period
- To work with the Neighbourhood Manager and the customer insight team to ensure a proactive approach to tenant involvement and coproduction on the scheme
- To promote effective multi agency working by developing good local contacts with other relevant statutory and voluntary agencies in the area, attending regular local meetings where required and generally promoting the work of Salvation Army Homes with other agencies

Related Activities:

- Participate in essential training, role related training and to work in accordance with all relevant regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour

- Work proactively and efficiently to manage workloads in a demand led and frontline service and incorporate a flexible approach to problem solving
- To develop and maintain good professional working relationships with internal colleagues and external service providers creating close and productive partnerships in order to aid the provision of good quality housing services and create a professional image of Salvation Army Homes.
- To work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- To be consciously aware of and use Salvation Army Homes' safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Maintain Salvation Army Homes' system requirements for creating and storing client records, reports and measuring outcomes
- Carry out regular estate inspections to identify environmental and other problems as well as taking relevant action as appropriate to improve the neighbourhood and develop practical and creative solutions for improvement

PERSON SPECIFICATION

Qualifications and Memberships:

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

- None

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- The ability to see problems from a variety of viewpoints and perspectives; and to deal sensitively and empathetically with people in difficult and stressful situations
- Confident and capable communicator with the ability to inspire, engage and challenge
- Ability to organise multiple tasks in the most effective way
- Ability to think creatively and provide innovative solutions to problems
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Saha

Experience and Interests:

- Experience of or knowledge related to working in social housing
- A good understanding of the different aspects of effective tenancy management and the importance of ensuring these are dealt with in a timely manner
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable tenants
- Experience of supporting vulnerable people or groups

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?