

JOB DESCRIPTION

Job Title:	Neighbourhood Manager
Service / Department:	General Needs
Reports To:	Senior Housing Services Manager
Responsible For:	Assistant Neighbourhood Manager
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing service and a range of advice and support that supports tenants to enjoy their homes and transform their lives.

The Neighbourhood Manager will provide a responsive, effective and efficient generic housing management service to all Salvation Army Homes's customers. They will work in partnership with residents and with all relevant teams to ensure the delivery of an effective customer focused service. They will be a customer champion and advocate and provide an efficient and responsive service, ensuring that customers are supported in sustaining their tenancies and living within communities and neighbourhood where they can thrive.

Main Duties and Responsibilities:

- Deliver a proactive and effective generic housing management service to tenants in line with good practice, policies and procedures, Key Performance Indicators and Service Standards. This includes keeping customer records up to date and accurate.
- Represent Salvation Army Homes to customers and ensure they know how important they are to us and to work with customers to deliver a great customer experience of our service.
- Take ownership of a geographical generic patch and be solution orientated
- Always provide excellent customer service 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.
- Build effective partnerships with customers and external agencies to understand what matters to our customers and communities and deliver projects and initiatives in response to this.
- Line manage Assistant Neighbourhood Managers in their region and provide them with support and guidance to enable them to perform their role effectively.
- Contribute to the achievement of performance targets, KPIs, the Assistant Neighbourhood Manager's objectives and the housing services team's objectives.
- Provide guidance and support to the Assistant Neighbourhood Managers in dealing with anti-social behaviour issues, serving notices, and attending court hearings.

Duties and Responsibilities in more detail:

- Recognise that a key element of transforming lives is to help customers sustain their tenancy and stay out of debt. Proactively offer help and support around the payment of rent and avoidance of debt, and where, appropriate take timely action to recover monies

owed from tenants in line with our policies. This will include serving of notices, preparing Court applications, attending Court and subsequent action as required to bring about a successful outcome.

- Implement the appropriate action in cases of any breaches of tenancy agreement including anti-social behaviour, neighbour nuisance, racial harassment, any other forms 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 meet tenant's expectations and represents value for money and is in line with the terms specified to the contractor.
- 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.
- Liaise and work with external organisations to ensure that customers receive the housing related services to which they are entitled.
- 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.
- Proactively manage and sustain tenancies by supporting existing and new tenants to meet their tenancy obligations. This will include working with tenants to respond to property condition concerns, ensuring access is provided for repairs and maintenance, and tackling anti-social behaviour.
- Proactively manage the early tenancy process, giving intensive support to tenants identified as at risk, ensuring tenant sustainability
- Support your Assistant Neighbourhood Managers in reducing arrears, voids, and improving property turnaround times.
- Promote tenant involvement and encourage participation in surveys.
- Provide regular supervision, direct support, training, and guidance to your Assistant Neighbourhood Managers, and work with the Senior Housing Services Manager to provide additional specialist training where required.
- Provide training and support to your Assistant Neighbourhood Managers on safeguarding protocols.

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' 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' 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 Level 4 or willingness to work towards
- Prepared to undertake funded study to gain a relevant housing qualification if this becomes a regulatory requirement for this role.

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 competently 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
- Line management experience is desirable

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?