

Job description

Our Vision: To provide high quality, affordable homes in thriving communities where people have a sense of pride and place.

Directorate: Neighbourhoods and Customers

Team: Neighbourhood North

Job title: Neighbourhood Officer

Responsible to: Neighbourhood Manager

1	Job purpose
1.1	To be responsible for the day-to-day management of dwellings in a defined area, and ensure services are responsive, accessible, consistent and efficient.
2	Key objectives
2.1	To be involved in all aspects of tenancy management and enforcement.
2.2	Visiting and conducting interviews with tenants in relation to succession/assignment of tenancy, mutual exchanges of accommodation, sub-letting, and other matters relating to the tenancy.
2.3	Visiting and conducting interviews regarding anti social behaviour, and implementing the relevant procedures, including preparation of witness statements, drafting Acceptable Behaviour Contracts (ABC's), drafting Notices of Intent to Seek Possession, setting up of surveillance equipment and providing witness support.
2.4	Referral of serious Anti Social Behaviour cases to the Anti Social Behaviour Team.
2.5	Investigation of reports that a property has been abandoned and implementation of the abandoned property procedures.
2.6	Monitoring the status of all void properties in the area, ensuring key information is up to date and reporting any variances to the Home Search and/or Maintenance Manager.
2.7	Advising tenants and customers regarding the organisation's policies and

	procedures.
2.8	Carrying out enforcement of Conditions of Tenancy and ensuring access for gas/electricity safety checks.
2.9	Contribute to the development of the service by attending focus groups/staff meetings, as required.
2.10	To assist the Furnished Tenancies Officer by monitoring that furniture is not damaged/removed from the tenancy.
2.11	To liaise with wardens of sheltered schemes on a regular basis to ensure that an effective log management/repairs service is provided.
2.12	To recommend improvements to estates to the Neighbourhood Manager/senior staff.
2.13	To work closely with the Neighbourhood Manager and other agencies to provide an effective overall neighbourhood management services, including working with Estate Caretakers and Neighbourhood Wardens.
2.14	To carry out Estate Walkabouts and patrols as designated by the Neighbourhood Manager or the Team Leader.
2.15	To cover for the Neighbourhood Customer Advisors when required.
2.16	To deal with routine enquiries and correspondence within corporate time scales.
2.17	To prepare reports to Neighbourhood Manager/senior staff as required.
2.18	To liaise with external agencies, other sections and key stakeholders, as necessary to ensure effective service delivery.
2.19	To carry out periodic tenancy checks on properties contained within a designated patch.
2.20	To attend case conferences and problem solving groups, as required.

	General Terms and Conditions
	Other duties - The duties on this job description are a reflection of the post at the time of writing. From time to time other similar duties commensurate with the character and the grading of the post may be allocated.
	One Vision Housing - To promote OVH's mission, vision and values and ensure an active personal contribution to the delivery of the service plan.

	<p>Health and Safety To take responsibility for the health, safety and welfare of both self and colleagues through following OVH's health and safety policy and procedures. In addition, undertake relevant training when requested and take part in regular workplace risk assessments.</p>
	<p>Performance and Development - To take part in OVH's and Sefton PCT's annual performance appraisal programme including setting of jointly agreed personal objectives and identification of training needs. Any objectives agreed would link into the Health Promotion Plan. In addition, to attend statutory and mandatory training deemed necessary by OVH and Sefton PCT in order to both comply with legislation and to enable the continuous improvement of the business.</p>
	<p>Quality -To note, understand and comply with OVH's commitment to working to ISO standards, and ensure non-conformances are highlighted in the correct way in order to facilitate service improvement.</p>
	<p>Confidentiality - To ensure all information, both clerical and electronic, which contains personal, medical or financial information about staff or customers is kept strictly confidential and must not be discussed or disclosed. Information must be made available where appropriate under the Data Protection and Freedom of Information Acts.</p>
	<p>Code of Conduct - To note, understand and comply with OVH's Code of Conduct.</p>
	<p>Equality and Diversity - OVH is committed to promoting equality and diversity in all its activities, both as an employer and provider of services. You will be expected to take positive steps to ensure that no job applicant, employee, current and potential service users, are be discriminated against, either directly or indirectly, on the grounds of race, gender, age, disability, sexual orientation, religion / belief or individual characteristics which may impact on their opportunities in life.</p>
	<p>Data Protection - Where it is a requirement of the job holder for the post holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example passwords are not communicated to unauthorised individuals.</p>