

North Wales Housing Role Profile



Role Title	Neighbourhood Officer	Directorate	Operations
Department	Communities	Team(s)	Communities
Responsible to	Neighbourhood Housing Manager	Responsible for	Ancillary Staff (rotating numbers)

About North Wales Housing

North Wales Housing has been providing homes and delivering services since 1974. We are a successful housing association with over 2,700 homes and we are totally committed to our communities across North Wales. We prioritise significant investment in our homes and services.

We employ around 170 people working in a diversity of roles. We are proud to display the Investors in People 'Gold' and Best Companies 'One to Watch' accreditations as we care about and value our people as they put our customer at the heart of everything they do.

Job purpose

Support operational delivery by providing a range of high-quality housing services to NWH's General Needs residents. Overseeing a patch of properties in the East (primarily within Wrexham, Flintshire, Denbighshire) and contribute to maintaining sustainable neighbourhoods while upholding high standards of customer service and community engagement.

About your job

Key Result Areas/Principal Duties and Responsibilities

1. Providing an effective housing management service to a neighbourhood patch, utilizing a customer focused approach and maintaining accurate record keeping. This includes visiting schemes, completing contract amendments, managing hoarding cases, addressing safeguarding concerns, keeping in touch visits etc.
2. Addressing report of anti-social behaviour utilizing a range of reasonable and proportionate support / enforcement options, including legal action and supporting in court hearings where necessary.
3. Deliver neighbourhood planning approaches through collaborative working and utilizing resident feedback in order to develop tailored services that support community development and the needs of residents. Incorporate a range of engagement and involvement activities to promote social inclusion.
4. Facilitate and attend meetings with partner agencies, ensuring the provision of person-centered approaches whilst representing the Association in a positive manner. Also provide housing advice and support where necessary.
5. Ensure compliance with health & safety regulations by completing scheme inspections, addressing access issues for compliance works and reporting where relevant.
6. Supporting the reletting process by providing pre-termination inspections, including advising of any rechargeable works, as well as completing welcome visits for all new residents.

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7. Support with delivery of strategic objectives and service improvement projects outlined in the NWH Corporate Plan / General Needs Team Plan. Contribute to a performance culture by delivering targets specified to ensure a high level of service to residents.

Key Relationships – Internal and External

SLT

Lettings Officers

Customer Services

Supported Housing Team

Surveyors

Residents

Emergency services

Contractors

Advocacy agencies

Local authorities

Local council

Solicitors

General

- You will be committed to putting the customer at the heart of everything you do.
- You will actively contribute towards achieving targets, key performance indicators and service standards which relate to your role and assist in taking corrective action where performance falls below required standards.
- Ensure all policies and procedures are adhered to and implemented at all times. This includes Health and Safety, Equality Diversity, and Inclusion and GDPR.
- Comply with the Association's Code of Conduct by behaving in a professional, respectful manner at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other NWH departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

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About you		
	Essential	Desirable
Qualifications and specific training	N/A	
Knowledge	<p>Understanding of professional boundaries</p> <p>Understanding of occupation contracts</p> <p>Understanding of Housing management</p> <p>Understanding of the social and political context in the neighbourhoods you will work with</p> <p>Understanding of Health and Safety</p> <p>Understanding of GDPR</p> <p>Awareness of the support needs of vulnerable people</p> <p>Awareness of mental health issues/support needs connected to drug and alcohol misuse/homelessness</p> <p>Understanding of ASB</p> <p>Understanding of letting processes</p>	
Experience	<p>Demonstrable experience of occupation contracts</p> <p>Demonstrable experience of general Housing management gained in either public or private sector</p> <p>Demonstrable experience of providing engagement/social inclusion activities to service users</p> <p>Demonstrable experience of working in a customer focused environment</p> <p>Demonstrable experience of Partnership working</p>	
Skills	<p>Developed written and verbal communication skills</p> <p>Developed numeracy skills</p> <p>Developed IT skills, including MS Office packages</p> <p>Developed partnership working skills</p> <p>Developed ability to analyse and report data</p> <p>Developed customer service skills</p>	

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	Basic problem-solving skills	
Personal attributes	<p>Positive 'Can do attitude'</p> <p>Hard working, ability to produce high quality work</p> <p>Ability to work efficiently and to deadlines</p> <p>High level of attention to detail</p> <p>Ability to work on own initiative and as part of a team to achieve goals</p> <p>Proven record of adapting to change with a flexible approach to the requirements of the job</p> <p>Willingness to commit to own CPD</p>	To be comfortable with everyday Welsh conversations/discussions specifically in relation to your job and be confident to converse in Welsh when required. (This requirement is set at Level B2 in the ALTE model – Level 3 on self-assessment form).
Additional requirements	<p>Attend tenant meeting out of hours when required</p> <p>Full UK driver's license, with access to own transport</p> <p>A Basic DBS check is required for this role</p>	

About our ways of working

Always apply NWH's values to every aspect of the role.

Open – We are transparent in the way we work and make decisions

Trust – We do what we say we will do. We behave with honesty and integrity

Responsive – To our customers, staff and partners needs and aspirations

Learning – We look for better ways in the future. We acknowledge when we make mistakes and learn from them. We look outward to learn from others

Fairness – We are open to all but closed to prejudice. We will actively promote equity and respect diversity

Always protect and enhance the interests and reputation of NWH internally and externally

The above role profile is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature:

Date:

Leaders Signature:

Date: