

Neighbourhood Manager

Role profile

Department	Housings Services		
Job number		Reports to	Area Manager
Date effective		Salary band	

Purpose

To be responsible for delivering a customer led, excellent neighbourhood management for a portfolio of residential and mixed tenure buildings and carrying out landlord obligations within regulatory requirements.

To deliver high quality tenancy and building management and customer service to our residents.

Key responsibilities/ deliverables

1. Complete regular estate inspections, ensure accurate records are maintained and actions are taken to deal with any issues.
2. Ensure buildings and building systems are maintained in accordance with Statutory obligations and Fire Safety requirements
3. Work in partnership with internal departments and external contractors on maintenance activities that will ensure building safety is not compromised
4. Actively engage with residents regarding upkeep and maintenance of building safety measures in the property.
5. Encourage, support and, where appropriate enforce residents and members of their home towards good housekeeping and fire safety practices
6. Work collaboratively to develop, implement, and update the building resident engagement strategy in compliance with regulation.
7. Be responsible for managing decants where required from end to end ensuring

proactive customer contacts and costs are managed effectively.

8. Manage tenancies in accordance with policies, procedures, and key performance targets, particularly in relation to Anti-Social Behaviour, neighbour disputes, safeguarding, hoarding and tenancy breaches and taking enforcement actions both informal and legal where and when necessary, including signposting to relevant statutory agencies for support.
9. Be the point of contact to investigate and resolve tenancy management queries from residents and provide advice and guidance.
10. To build relationships and work with both internal and external stakeholders of A2Dominion to support residents
11. To attend and represent A2Dominion at court, external meetings, case conferences, forums, and evictions as well as internal meetings relating to the buildings, tenancies, and residents they manage.
12. Awareness of responsibility to challenge unacceptable behaviours or practices and how to raise, escalate or flag risks to safety within buildings
13. Feedback to stakeholders regarding any performance deficiencies experienced from Contractors.
14. Be responsible for delivering a strong financial performance by working collaboratively with the service charge team to ensure production of accurate and transparent service charge estimates and in-year block management.

Line management

N/A

Key internal contacts

All operational departments (Housing Services, Care and Support. Residential Services and other teams in Property Services); Finance and Development.

Key external contacts

Local Fire & Rescue teams; Primary Authority, Local Authorities, Contractors & Consultants, ALMO's and other Housing Associations. Local Resident Associations and other representative bodies.

Operating environment/ dimensions

A2Dominion currently has approximately 38,000 properties. The role of Neighbourhood Officer has overall responsibility for a portfolio of general needs and mixed tenure buildings where they are the Estate Lead.

Budget: £1,000 NIF

Expenditure: £500

Financial Authority Limit: £500

Knowledge, skills, and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	A	
Professional membership/qualification (CIH or CMI)		A
Good knowledge of Outlook, Word & Excel	A/I	
Knowledge and skills		
1 year experience or a commitment to train on building construction and safety issues, particularly fire safety	A/I	
1 year related experience or commitment to train on managing building	A/I	
Experience of managing ASB cases in line with regulatory standards	A/I	
Experience of housing law and housing management issues, welfare benefits and financial inclusion		A/I
1 year experience in Safeguarding and Wellbeing of people, advising, coaching, and influencing safeguarding at all levels including compliance with legislation, regulation, and best practices		A/I
Proven experience of problem solving for residents and understanding their needs, including vulnerable people and community groups or in other related areas	A/I	
Experience of delivering service to diverse customers	A/I	
Excellent communication skills with the ability to communicate at all levels, including translating complex process and requirements to our vulnerable customers	A/I	
Excellent IT skills including excel and ability to collate and analyse data and present them in reports		A/I
Full Clean UK driving licenses	A	
A2Dominion values		
A2Dominion Behaviours: Staff – leading self		
Behaviour	Essential	

Influential: - Actively advocates for resident interests in relation to safety ensuring that building safety works are given the right level of priority. - Is confident to challenge effectively when services do not meet the required standard and is able to identify when it is appropriate to escalate matters to achieve resolution.	I
Future focused: - Identifies unintended consequences and proactively takes measures to mitigate risk. - Uses horizon scanning to anticipate future needs. - Embraces change and adapts to new ways of working.	I
Engaging: - Adopts a customer focused approach - Builds effective relationships with residents and act as an ambassador for A2Dominion. - Takes time to communicate and collaborate effectively with stakeholders, both internally and externally.	I
Resilient: - Able to meet challenges and conflict with a positive mind-set. - Finds creative ways to overcome barriers. - Adapts to change and new ways of working. - Able to work independently and utilize mobile technology	I
Performance focused: - Takes a thorough and detailed approach to record keeping and action planning. - Utilises information and data to provide insights and drive performance. - Manages time effectively to deliver outputs and achieve targets. - Able to prioritise tasks effectively and understands the principles of risk management. - Contributes to the achievement of team and department objectives and targets.	I

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application

- T = Testing
- I = Interview
- TS = Telephone Screen