

Job description

Job title	Neighbourhood Manager		
Job number		Grade	6
Directorate	Central & Financial Services, Change & IT, Customer, Property	Department	Customer and Communities
Reports to	Area Manager	Date effective	June 2026

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
- Other Housing Associations
- Local Resident Associations
- Other representative bodies.

Operating environment/dimensions

Customer base:	<i>Geographic or organizational patch or size</i>
Job persona:	Mobile
DBS level:	Standard
KPIs:	<i>List the KPIs applicable to the job role – these can be included in the relevant responsibility if appropriate.</i>
Mandatory training:	<i>List the job specific mandatory training required. If unsure check with the Organisational Development team.</i>

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Qualifications and training	Essential	Desirable
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	Y	
Include qualifications required under the Social Housing Bill	Y	
Good knowledge of Outlook, Word & Excel	Y	
Full Clean UK driving licenses	Y	
Proven experience of problem solving for residents and understanding their needs, including vulnerable people and community groups or in other related areas	Y	
Experience of delivering service to diverse customers	Y	
Excellent communication skills with the ability to communicate at all levels, including translating complex process and requirements to our vulnerable customers	Y	
Good knowledge of Outlook, Word & Excel	Y	
Excellent IT skills including excel and ability to collate and analyse data and present them in reports	Y	
1 year experience or a commitment to train on building construction and safety issues, particularly fire safety		Y
1 year experience or a commitment to train on managing buildings		Y
1 year experience or a commitment to train in managing GNP cases in line with regulatory standards		Y
1 year experience or a commitment to train and learn about housing law and housing management issues, welfare benefits and financial inclusion		Y
1 year experience or a commitment to train in Safeguarding and Wellbeing practices to help with advising, coaching, and influencing safeguarding at all levels including compliance with legislation, regulation, and best practices		Y
Knowledge and skills		
<i>Knowledge is theoretical and skills are practical. Consider what is required to be successful in the job referring to the purpose, key responsibilities/deliverables – what does the job holder need to know and what do they need to be able to do?</i>		
<i>Describe the level of knowledge or skill: some experience (novice); competent (practical application); proficient (recognized authority inside of the organisation); expert (recognized authority outside of the organisation)</i>		
<i>Insert additional rows entering "Y" in the essential or desirable column. Remember that if an item is marked as essential this</i>		

will be the minimum criteria for recruitment or appointment to the job.		
Behaviours for success		
<i>Refer to the <u>Behavioural Framework</u> and <u>Guidelines</u> on the Hub and for each behaviour, provide example(s) of how the behaviour needs to be demonstrated in order to be successful in the job.</i>		
Caring by nature • Actively advocates for resident interests, ensuring safety is prioritised appropriately. • Adopts a customer-focused approach, always putting residents at the heart of decision-making. • Builds strong, trusting relationships with residents and acts as a positive ambassador for A2Dominion. • Approaches challenges and conflict with empathy and a positive mindset. • Demonstrates confidence to challenge when services do not meet required standards, escalating where necessary to achieve the right outcome.		
Working better together • Communicates clearly and collaborates effectively with stakeholders, both internally and externally. • Builds and maintains effective partnerships to deliver better outcomes for residents. • Contributes to team and departmental objectives, supporting shared success. • Shares information proactively to improve services and drive collective performance. • Works constructively with others to resolve issues and overcome barriers.		
Thinking for tomorrow • Uses insight, data, and horizon scanning to anticipate future needs and risks. • Identifies unintended consequences and takes proactive steps to mitigate them. • Embraces change and continuously adapts to new ways of working. • Takes a structured approach to planning, record keeping, and delivering outcomes. • Manages time and priorities effectively, applying sound risk management principles. • Seeks innovative and creative solutions to improve services and overcome challenges. • Uses technology and new approaches to enhance efficiency and service delivery.		

This job description outlines the main responsibilities and requirements of the job. Colleagues are expected to comply with reasonable management requests to carry out additional or alternative duties.

Do not delete this statement – a certain amount of flexibility is necessary as the organisation evolves. If you are uncertain about whether any changes are significant enough to create a “new” job – consult your People Business Partner or Adviser.