



Job Description

Job Title: Neighbourhood Officer

Job Grade: Grade 3

Accountable to: Neighbourhood Team Leader

Summary of the role

The Neighbourhood Officer will work as part of the Neighbourhood Team providing a customer focused housing management service to our customers.

You will support the Neighbourhood Team Leader to deliver a high quality and inclusive housing management service to our social housing customers. You will maintain positive supportive customer relationships, addressing concerns and resolving disputes ensuring compliance with legislative and regulatory requirements.

You will ensure that we are committed to delivering as One Kingdom to provide the highest standard of service to all of our customers.



All the responsibilities we'll trust you with:

Customer Journey -

- Work as part of the Neighbourhood Team to provide exceptional customer service and experience.
- Respond to customer queries efficiently and effectively through a variety of communication channels.
- Attend customer engagement events to understand customer needs and expectations and provide advice and guidance.

Case Management -

- Manage, investigate and resolve housing management cases such as anti-social behaviour, rent arrears, hoarding and neighbour complaints.
- Prepare reports and liaise with solicitors to seek appropriate legal advice and support when required. Attend Court as a witness for Kingdom when required.
- Work across the Neighbourhood Team to identify risk factors and make appropriate intervention to prevent escalation of issues.
- Manage serious, sensitive and unresolved neighbour disputes, handle and resolve neighbour complaints and serious harassment cases.
- Escalate breaches of tenancy up to and including court action. Including liaising with solicitors, preparation and distribution of documents and attendance at hearings.
- Complete required paperwork including MARAC proformas.
- Attend multi-agency meetings to discuss child/adult protection and domestic abuse cases ensuring they are managed appropriately.
- Participate in case reviews to identify and implement opportunities for service improvement and enhancement.

Housing Support & Estate Management -

- Collaborate with the Asset Inspection Team to identify scheme enhancement projects.
- Ensure the appropriate updates are highlighted and recorded to ensure the safety of colleagues and visitors attending high risk properties.
- Manage decants and source emergency temporary accommodation for customers.
- Ensure appropriate referrals are made to ensure home safety.
- Oversee the effective and legally compliant authorisation and management of all neighbourhood processes, attend forced access appointments for essential repairs and maintenance and attend evictions.

Customer Wellbeing -

- Act as an advocate for vulnerable and at-risk customers, ensuring they receive tailored support that meets their individual needs and circumstances.
- Raise welfare/protection concerns for customers with relevant agencies and follow safeguarding procedures.
- Collaborate with internal teams and external agencies to strengthen the overall support available to customers.
- Identify customers who may qualify for additional assistance and signpost them to appropriate teams, resources, or external organisations.
- Promote and facilitate access to both internal and external support services for customers.

Debt Management -

- Ensure a proactive approach to debt management by encouraging preventative measures with customers and taking accountability for maximising income recovery.
- Support the Neighbourhood Team Leader with the effective resolution of arrears cases ensuring any recommended actions are completed.
- Provide benefits guidance to customers where appropriate or signpost to appropriate support/resources.
- Ensure relevant financial payments are processed promptly in line with our Financial Regulations.
- Escalate arrears cases to legal proceedings, including liaising with solicitors, preparation and distribution of documents and attendance at hearings.

Allocations -

- Provide housing advice and assist with the housing application process where required.
- Process tenancy permission requests.
- Complete post allocation visits for all new customers.
- Oversee the allocation of void properties and new developments. Participate in void meetings to support the efficient and effective turnaround of properties, ensuring appropriate standards are met.
- Attend meetings with Capital Investment prior to completion and handover of properties to develop an understanding of the development and suitability for prospective applicants.
- Coordinate the allocation and tenancy management of properties for Kingdom Support & Care Tenancies for Temporary Accommodation.
- At the viewing stage, provide new tenants with Home Demonstrations.
- Allocate social housing properties in accordance with guidelines and procedures

Reporting and Recording Information -

- Produce relevant reports for internal and external stakeholders in line with reporting requirements.
- Maintain accurate and up to date customer records, documenting all support offered and accepted.

Any Other Duties -

- Provide Duty Neighbourhood Officer cover as required.
- Support with the effective resolution of complaints ensuring any recommended actions are completed.
- Deliver training and briefing sessions across the Kingdom Group to develop their understanding of the work of housing management and to identify customers who may benefit from neighbourhood support.
- Assist with the development and review of any systems, processes and procedures.
- Any other duties as requested.

Your areas of knowledge & expertise that matter most for this role:

- HNC level qualification in a relevant discipline, or equivalent Housing qualification, or equivalent experience
- At least two years relevant experience
- Previous experience in a customer focused role
- Strong digital skills
- Commitment to and engagement with continuous professional development.
- The ability to handle sensitive and emotive issues compassionately and professionally
- The ability to work with challenging behaviour
- Knowledge of Data Protection
- The ability to confidently engage with a wide range of customers
- Knowledge of relevant Housing legislation
- Knowledge of Universal Credit and other benefits
- Knowledge of utility services, charges and procedures
- Knowledge of financial assistance programmes and grant funding schemes