

**Job Title:** Neighbourhood Manager

**Pay Scale:** £30k per annum, depending on experience

**Job Description**

Department: Tirion Homes Limited

Responsible to: Group Housing Director

Responsible for: Caretaker

Hours of work: 37.5 hours per week

**Job purpose**

1. To deliver a first-class customer focussed service to our residents establishing a good landlord/tenant relationship

* To let, re-let and maintain properties maximising tenancy sustainment.
* To lead in Community Engagement activities.

**Key Outputs of the role:**

1. To promote a culture of customer focus and to ensure that the services delivered are responsive to resident’s needs.
2. Promote engagement and feedback as an integral part of the service and assist in arranging and attending events for residents at our schemes
3. To be the main point of contact for prospective and new residents providing advice and support in order to achieve greater tenancy sustainment.
4. Undertake accompanied viewings, lettings and associated tenant referencing for prospective tenants, and settling in visits within six weeks of any letting.
5. Investigate, report and resolve complaints of anti-social behaviour working in partnership with other agencies where appropriate, offering advice and support as appropriate.
6. Monitoring rent accounts with the finance officer to ensure that income is maximised by direct contact with tenants, and signposting to specialist advice agencies.
7. Take repair calls arranging works with relevant contractors as appropriate.
8. Keep accurate records of tenant contact and resolution and maintain records of defects, health and safety and compliance matters.
9. Provide, collate and report KPI’s and other performance data including H & S data/performance
10. Promote community engagement and assist in arranging and attending events for tenants at our schemes
11. To carry out regular neighbourhood inspections dealing with any issues and monitoring performance of contractors to ensure that services are of a high quality.
12. To contribute to service development in co-operation with other colleagues and the Group Housing Director

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**NEIGHBOURHOOD MANAGER**

**Person Specification**

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|  | **ESSENTIAL** | **DESIRABLE**  **(nice to have)** |
| **Qualifications and Experience** | * Good general standard of education * Experience in a housing management or customer focused service | * Professional Property /Housing Qualification * Experience of Property Management |
| **Knowledge and Expertise** | * Good understanding of housing management policy and procedure * Understanding of landlord and tenant obligations * Understanding of the issues surrounding tenant engagement * Understanding of welfare benefits * Knowledge of relevant legislation | * Understanding of basic building construction |
| **Skills** | * Good communication skills * Numeracy skills * Adaptable and flexible approach to work * Ability to work on own initiative * Ability to prioritise work and manage time * Self-motivated and enthusiastic |  |
| **Personal Attributes / Abilities** | * Committed to equality of opportunity and understanding of diversity issues * Ability to exercise discretion in dealing with confidential or sensitive matters * An ability to act under own initiative in investigating and finding the appropriate solutions to problems * A clear customer focus * Ability and willingness to work out of office hours in order to attend meetings/community events occasionally * Willingness to participate in own personal development * Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail * Hold a full driving license or is capable of travelling efficiently between our schemes. | * Ability to communicate in Welsh |