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| **Role profile** |
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| **Job title: Neighbourhood Coordinator** |
| **Reports to:** Neighbourhood Officer |
| **Responsible for**: No staff report to this role. |
| **OVERVIEW OF THE ORGANISATION**  Lambeth and Southwark Housing Association (LSHA) is committed to providing responsive, consistent, high quality housing services. The Association promotes and supports the security, rights and well-being of its diverse group of tenants and seeks to ensure active and meaningful tenant involvement at all levels. |
| **OVERVIEW OF THE ROLE**  As Neighbouorhood Coordinator, you will support the Neighbourhood Officer/Manager to deliver our high-quality housing and tenancy management services to maintain a highly visible and accessible customer-focused service. You will maximize income through effective rent arrears and void management processes and ensure communal areas are maintained in line with service standards and contracted specifications.  You will also be required to support other housing colleagues including the Customer Services Officer covering the office telephones and taking calls/emails from tenants. |
| **OUR VALUES**  Our values are central to how we work:  ACCOUNTABILITY  We are open and transparent and work collaboratively taking both personal and collective ownership for delivering actions and results.  CREATIVITY  We embrace innovation and new ideas to help us achieve excellence. We are ambitious for our association.  CUSTOMER DRIVEN  We know our tenants and we listen, consult and engage with them to ensure they are at the heart of everything we do and feel empowered to lead the best lives they can.  OWNERSHIP  We ‘do the right thing’ for our customers and colleagues. When taking difficult actions, we are balanced, thoughtful and compassionate.  INCLUSIVE  We celebrate and draw strength from our differences. We build mutually beneficial long-term relationships and respect with our customers, staff and other stakeholders. |
| **DUTIES AND KEY RESPONSIBILITIES**   1. Promoting, at all times, the work of LSHA in line with our vision, values and with achieving better Tenant Satisfaction Measures. 2. Answering telephone and email enquiries and monitoring corporate in boxes. Monitor various email in-box. 3. Ensuring that the nomination, bidding and lettings process and stages are accurate, and complete in line with housing management system policies and procedures. 4. Providing administrative support for the Neighbourhood Officer, providing up to date information to tenants and colleagues. 5. Coordinating and participating a rolling programme of Estate Inspections. Liaise with the maintenance and repairs team to ensure action is taken as necessary. 6. Ensuring that all estate notice boards are up to date and maintained with accurate information for tenants. 7. On occasions, attending properties including pre and post void inspections. 8. Supporting the Neighbourhood Officer and Maintenance Team to ensure void properties are relet in a timely and efficient timeframe. 9. Maintaining data on our housing stock management programme. 10. Maintaining tenant information, including updating CRM systems, facilitating Tenancy and Household audits. 11. To lead on and proactively address and resolve issues with all cases of low level anti-social behaviour (ASB), hate crimes, harassment and neighbour disputes. 12. To work with tenants to recover arrears and credits to rent accounts, and agreeing rent arrears reduction agreements. 13. To maintain and update third party portals and tenant information, including but not limited to PCOL and DWP. 14. Maintaining a variety of working documents for the purpose monitoring TSM Measures (Safety & Quality Standards). 15. Working with the Neighbourhood Officer on specific and general housing projects as required.   **General**   1. Comply with LSHA’s organisational policies and code of conduct, and work within the ethos, values and aims of the association. 2. Support colleagues with general administrative tasks, liaising with colleagues from time to time for example processing tenant files, correspondence and other relevant tasks. 3. Undertaking other duties as necessary and as directed by your line manager or a member of the management team which are commensurate with the role |
| **PERSON SPECIFICATION**  We are looking for someone with:   * *Customer service orientation*   An understanding of serving and supporting the Association’s tenants to meet their needs.   * *Personal Impact and Influence*   Aware of impact and appropriateness of own personal style. Able to persuade  and negotiate with others to achieve desired results.   * *Teamwork and cooperation*   Fosters good professional relationships with tenants, colleagues, contractors, consultants and board members.   * *Planning, Organising and Achieving*   Ability to think ahead, plan, prioritise, schedule activities and monitor outcomes  to maintain high levels of productivity.   * *Personal development*   Self motivated and able to contribute to a culture of continuous improvement.   * *Integrity*   Able to maintain appropriate values in all work activities.   * *Computing and IT skills*   Good Microsoft office skills and experience of housing management software.   * *Problem-solving skills*   Able to use problem-solving skills to handle difficult or unexpected situations.   * *Adaptability and flexibility*   Able to adapt to changes in processes and work with new technology and  software packages.  You will need:   * To be educated to A level standard or equivalent (Desirable). * Up to date knowledge of housing legislation, procedure and practice (Desirable) * Experience in income maximisation (Desirable) * Membership of the Chartered Institute of Housing (Desirable) * A minimum of Level 2 in Housing Studies, or a willingness to work towards it (Essential) |

This does not form part of your contract of employment and can be amended from time to time as the organisation requires.