



**JOB TITLE:** Neighbourhood Services Officer

**DEPARTMENT:** Landlord Services

**POST NUMBER:** 146

**GRADE:** Scale 4

**ACCOUNTABLE TO:** Estates Compliance Officer

**LOCATION:** Winchester District

### **POST OBJECTIVE:**

- To be responsible for Health & Safety inspections of general needs blocks of flats and sheltered schemes and for the management of housing estates, to ensure they are managed effectively and are places where people want to live.
- To support Landlord Services in delivering on Consumer Standards, as directed by the Estates Compliance Officer.
- To work across the Winchester district, as directed by the Estates Compliance Officer.
- To provide support to other officers within the Housing Estates & wider Landlord Services Team.

### **SPECIFIC TASKS**

1. To be responsible for (non-technical) health & safety inspections of communal areas (internal & external) on Winchester City Council Housing-owned land, including general needs blocks of flats, sheltered schemes, garages and open spaces, using specific criteria as directed by the Estates Compliance Officer.
2. To undertake testing of fire safety measures, at defined frequencies, as outlined in policies and procedures.
3. To report repairs and other defects to the relevant team or officer, ensuring priority given where appropriate.

4. To take responsibility for minor spillages in communal areas that present a slip risk to residents or members of the public, using appropriate personal protective equipment.
5. To investigate and action the removal of rubbish and bulky items from communal areas, ensuring the escape routes are clear and unobstructed.
6. To monitor standards of council contracts, including communal area cleaning and grounds maintenance, when undertaking inspections, and to report issues to the relevant contract monitoring officer; to assist with handling related complaints and customer feedback.
7. To take the necessary steps to maintain a safe and clean environment inside and outside general needs blocks of flats and sheltered schemes.
8. To work directly with residents to deal promptly with any problems they have relating to health & safety, their tenancy or environmental concerns and refer them to the appropriate internal team and/or external agency.
9. To investigate, action and, if necessary, report breaches of tenancy conditions to the relevant internal team and assist with investigations and take action to resolve issues as appropriate.
10. To ensure any amendments to the health & safety checklist and inspection schedule are adhered to in accordance with the relevant policy & procedures.
11. To respond to any reasonable request from the Estates Compliance Officer in relation to health & safety issues.
12. To contribute to the landlord's health and safety compliance actions and repairs, facilitating contractors access arrangements as required.
13. To advise all residents on matters relating to their block, including fire safety, refuse collection and use of communal areas.
14. To identify potential estate improvement works and opportunities to deliver these, using social value where appropriate, in conjunction with the Estates Compliance Officer.
15. To share information with the appropriate internal and external partners in accordance with the General Data Protection Regulation.
16. To keep up to date and maintain a professional network and proactive working relationship with key partners and community groups, including with those working to achieve social value, as well as with Winchester City Council Housing staff, contractors and Elected Members-

17. To deliver against specific actions as outlined in the corporate strategy and annual business plan.
18. To attend public meetings or events, when required, aimed at consulting local residents, community representatives, voluntary and other statutory organisations on a range of issues to improve services and identify solutions that improve the quality of life for residents.
19. To promote the service as a whole and direct enquiries and make service improvements to relevant teams.
20. To undertake any other duties commensurate with the grade of the post.

The nature and level of responsibility of the post are such that the identification of a complete and exhaustive list of duties and responsibilities is not possible. Accordingly, this job description is not contractual but is intended as a guide to be read in conjunction with supporting documentation. This job description will be subject to regular review and may need to change to meet the changing needs of the department.

### **Health and Safety**

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

### **Equality**

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

### **Safeguarding**

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

### **Confidentiality/Data Protection**

Winchester City Council has a responsibility to comply with the General Data Protection Regulation (GDPR) in accordance with Government legislation.

Signed.....

Dated.....



JOB TITLE: **Neighbourhood Services Officer**

POST NUMBER: **146**

DEPARTMENT: **Landlord Services**

DATE: **September 2025**

Requirements		Weighting	Assessment Method
Skills	Practical approach to problem solving	3	A/I
	Empathetic, open-minded and able to build trust with residents	3	A/I
	Excellent listening, spoken and written communication skills	3	A/I
	Tact and ability to manage conflict	3	A/I
	Computer literacy	3	A/I
	Accurate and detailed record keeping	3	A/I
	Ability to prioritise tasks	3	A/I
	Commitment to high quality customer care	3	A/I
Experience	Experience of working in neighbourhood and estate management	2	A/I
	Experience of working with a wide range of people	2	A/I
	Experience of dealing with difficult customers	3	A/I
Personal Qualities	Strong team player	3	I
	Able to build and maintain effective working relationships	3	I
	Personal resilience; able to remain calm and focused under pressure	3	I

	Reliable and honest	3	I
	Self-motivated and able to use initiative	3	I
	Personable, friendly manner and approachable	3	I
	Confident and assertive; able to take a 'firm, but fair' approach	3	I
	Flexible approach to work to meet the needs of the business	3	I
Specific Job Requirements	Full driving licence	3	A
	Must be able to drive an electric fleet vehicle	3	I
	Core functions of role require post holder to be working on site for approx. 5 hours per day	3	I
	Must be capable of meeting the physical and travel demands, as the post holder will be working across the whole of the Winchester district	3	I
	Ability to work occasional weekends and evenings to support resident events	2	I
	The post holder will be required to wear a uniform and safety boots	3	I
Qualifications	Minimum GCSE grade 4 (or equivalent) or above for Maths and English	3	A/Q
	A level standard or equivalent	1	A/I

Weighting: 3 – Essential for the successful performance of the job  
2 – Desirable but can be achieved through on the job training or experience  
1 – Useful but not essential for successful performance of the job

Assessment:

Application Form – A  
References – R

Interview – I  
Presentation – P

Tests – T  
Evidence of Qualifications – Q