

**LEEDS CITY COUNCIL
DRAFT JOB DESCRIPTION**

Job Title: Neighbourhood Services Officer

Salary:

Service Area: Housing Leeds

Grade: SO2

Directorate: Environments and Housing

Date: May 2014

Responsible to: Housing Manager

PURPOSE OF THE JOB

To deliver an efficient, customer focused service which maximises performance levels and achieves continuous improvements in all areas of housing management services

KEY RESPONSIBILITIES

- To deliver a housing management service within the Neighbourhood Services areas of Income Management, Tenant and Community Involvement, Lettings and Tenancy Management Policy and Older Persons Housing.
- To actively contribute towards the development, review and improvement of policies and strategies in line with current legislation and best practice.
- To deliver training and support to officers within area housing teams relating to the implementation of policies and procedures and work with officers to improve service delivery of a Neighbourhood Service area.
- To work with tenants and communities to ensure that policies and procedures and the Housing Leeds service meets the needs of tenants and communities.
- To review the performance / outcomes of a Neighbourhood Service area and use the results to influence policy development or work with area housing teams to improve practice.
- To work in partnership with other teams and departments to ensure joined up services to tenants and other service users.
- To develop positive working relationships with key stakeholders including: tenants, applicants and other partner organisations.
- To take a people-orientated solutions-focussed approach to dealing with customers, quickly and professionally.
- To manage a budget where applicable and ensure value for money in all aspects of service delivery, and policy and procedure development.
- To contribute to the delivery of service improvement plans.
- To work with team members to ensure the delivery of high quality services and achievement of performance targets.
- To contribute to the improvement of local service delivery in conjunction with appropriate stakeholders and partners.
- To be personally effective, demonstrating commitment and time management.
Contribute to culture change to deliver focussed and continuously improving services.
- To support the achievement of equality and diversity in both employment and service delivery including the promotion of equality of opportunity.
- To ensure that the Council's health and safety policies and procedures are adhered to.
- To work outside normal working hours, where required.

LEADERSHIP RESPONSIBILITIES:

- To demonstrate and embed the Councils values and manager habits to lead, support and drive cultural change.
- To lead, manage, motivate, mentor and develop teams in accordance with council policies ensuring that they policies are understood and followed.
- To ensure that the team work professionally, competently and in a forward thinking and customer focused way whilst embracing collaborative partnership working to achieve excellence.

Economic Conditions:

Annual Leave: 26 days (31 days after 5 years local government service) pro rata plus statutory holidays
 Hours: 37 hours per week
 Flexitime: Eligible to participate in flexi-time scheme
 Conditions of Service: NJC Conditions apply

Prospects

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

Relationships: The post holder will work closely with colleagues within Housing Leeds and will also be required to maintain effective relationships with staff at all levels within the Directorate, other Council departments, Elected Members, external agencies and the general public.

Qualifications A degree level qualification or equivalent relevant experience of managing in a housing context

Physical Conditions The post holder may be based at any Leeds City Council office and may require working to the Council's 'changing the workplace' working style. - Leeds City Council has a no smoking policy.

Job Description Content Prepared / Reviewed by:
 Name :Julie Carter

Confirmation Job Evaluation Undertaken
 Name:

Designation: HRBP
 Date: 06/08/14

Designation:
 Date:

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds. Prior to the Interview we will request your References. Failure to obtain both references may result in your interview being withdrawn.

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties

and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

1. Qualifications and Knowledge	Ess	Des	MoA
A degree level qualification or equivalent relevant experience of managing in a housing context	x		
Membership of a relevant professional body		x	
Knowledge of the functions of a comprehensive housing management service	x		
Knowledge of Landlord's statutory responsibilities	x		
Up to date knowledge of social housing and issues affecting the sector	x		
Up to date knowledge of housing legislation and policies	x		
An awareness of key stakeholders, partners and third sector organisations	x		

2. Specific Skills and Competencies	Ess	Des	MoA
Able to communicate with and influence customers and other stakeholder	x		
Able to lead, motivate and empower staff to achieve positive outcomes	x		
Ability to identify operational problems, and develop innovative solutions across a full range of housing services.	x		
Develop and maintain relationships with key stakeholders including members, external and internal partners and residents	x		
Ability to analyse and interpret complex information	x		
Ability to write concise reports, deliver presentations and chair meetings	x		
Competent in the use of IT systems including Microsoft applications	x		
Able to manage conflicting priorities and adapt to changing circumstances			
Ability to manage and delegate resources effectively	x		
Able to work with trade unions and consult as necessary	X		
3. Experience	Ess	Des	MoA
Recent experience of managing teams in a housing related context including motivation and staff development		x	
Contributing to projects and initiatives	x		
Managing resources within defined budgets	x		
Working with residents and members to achieve defined outcomes	x		
Working with and consulting with trade unions		x	
Working within a political environment.		x	
Developing service objectives and operational delivery	x		

plans			
Recognising and dealing effectively with inappropriate behaviour.	x		
4. Attitudes and Behaviours	Ess	Des	MoA
Able to demonstrate a commitment to Council values	X		
Able to manage teams in line with the Council's manager habits	X		
Commitment to maintaining a healthy and safe working environment	X		
Commitment to promoting equality and diversity to colleagues and customers	X		
Able to demonstrate and promote a flexible and positive approach to change	X		