



Neighbourhood Manager

Interview Themes

Background

We will ask you to tell us about your skills and experience that might be relevant to the role or why you are interested in the role.

Skills and previous experience

We will be asking you to tell us about your housing experience and understand your skills and knowledge around property inspections along with health and safety requirements.

We're curious and always looking for innovative ways to improve.

We will be asking you to give examples of when you have helped to improve a housing related service or issue, the steps that you took to do this and understand what made it successful. We will ask you to give examples of how you keep yourself up to date with changes in housing legislations.

We share our work and seek diverse views in good and bad times. We enjoy collaborating and celebrate successes together.

We will be exploring your team working experience and would like to hear of an example of when you have worked as part of a team and understand why this is an essential part of the role. We will be asking you to provide examples of how you have engaged with internal and external stakeholders and seek examples from you of how you have dealt with past difficult interactions.

We encourage everyone to bring their whole self to work.

We will be looking for your approach to working with people from a range of cultural and diverse backgrounds. Please bring examples of your understanding of equality, diversity, and inclusion and how you have applied it in a work setting.

We are thoughtful and show empathy in every dealing with customers and colleagues.

We will ask you to think about times when you have had to deal with a challenging situation involving a customer and learn how you managed this along with understanding the steps you took to resolve it.