

Job title: Neighbourhood Manager

Line manager: Area Manager

Grade (if applicable): 3

Direct reports: N/A



Role purpose:

A challenging role, part of a growing business and adding significant value by providing excellent customer service across the new organisation. The role requires natural ability to network and build effective relationships with key colleagues across the organization. The role requires a flexible approach, providing a local service which is tailored to the requirements of the individual and local community.

Key results:

- To provide excellent personal customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met and the departmental/team objectives are achieved.
- To ensure our homes and local communities are desirable places to live.
- To be "the face of Peabody" when out and about, representing the company positively.

Departmental Responsibilities:

- To develop and maintain relationships with internal and external stakeholders in order to support our customers.
- To assess clients' needs to ensure effective service delivery.
- To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
- To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that KPI's are met.
- To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace.
- You may be required to undertake specific Health and Safety roles such as Safeguarding, Fire Warden or First Aider as part of your duties

Role Responsibilities:

- To ensure properties are safe and compliance is maintained with the terms of the tenancy, lease or management agreement.
- To deliver high standards in housing management.
- To provide a flexible face to face service with a commitment to solving problems quickly and efficiently.
- Identify and provide support for vulnerable customers. Reporting and acting on safeguarding concerns resulting in better coordinated services to ensure the wellbeing of our customers is a priority.
- Achieve 'right first time' outcomes and reduce complaints and failure management.
- Develop and deliver local offers that meet the needs and wants of the local community/estate.
- Promote the use of Peabody's 'self-service' options to customers, making the best use of technology and social media as a tool for communication.
- To work collaboratively with the new resident's team, making the best use of our stock and meeting the housing requirements of our customers.
- To work collaboratively with regeneration and development to deliver the aspirations and master plans for specific areas for growth, change and transformation.

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- Work with subject matter experts in a range of areas such as fraud, Antisocial behaviour, legal, Tenant and Family Support, resident involvement, market rent and homeownership services, collections, service charges, customer services, estate services, environmental services, welfare rights, employment and training advice to offer a first-class service.
- To prepare evidence and Notices including attending Court to present cases where legal action/possession is required.
- Attend external and partner agency meetings including meetings with stakeholders, community leaders etc.
- To promote resident involvement and feedback. To attend Tenant/Resident Association meetings and other resident events. To actively engage and work with residents in the management of their home and Neighbourhoods, to develop and improve service delivery taking full account of resident's needs.
- To ensure income is generated through the letting of sub units.
- Carry out welcome visits to new tenants within 6 weeks
- To carry out other duties in line with the above as requested by your line manager.

About you:

Skills/Experience required:

- Ability to work independently, exercising good initiative and judgement
- Proven time management and prioritization skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Ability to work under pressure and meet deadlines and target
- Demonstrate a commitment to building and sustaining relationships to improve communities and engage with residents.
- Track record of delivering excellent customer service in a service industry.
- Prudent management of resources financial, technological and human.
- Managing projects to deliver a better customer experience.

Knowledge

UK Housing Law in relation to residential premises

Qualifications:

Desirable: Housing qualification such as CIOH

Other requirements:

- Flexibility to work to respond to customer requirements and demand for services.
- Provide a disaster recovery/ out of hour's service on a rota basis.
- Spending approximately 60% of time out on site using agile working tools.
- Ability to work in any of Peabody's Neighbourhoods and office locations and relocate work venue in line with service needs.

Desirable attributes:

- Spoken or written community/ language skills.

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