

Housing & Neighbourhood Services Officer

Role Title	Department	Reports to
Housing & Neighbourhood Services Officer	Development and Customer Experience	Housing & Customer Services Manager

Purpose

To provide a high quality, proactive, customer focused housing and estate management services across our neighbourhoods.

To deliver outstanding services direct to customers in line with the vision and values of the organisation.

To act as an ambassador for Ark working with internal and external partners to deliver excellent customer services to the neighbourhoods in which we work.

To be a visible and familiar face within our communities delivering right 'first time' services, offering personalised solutions for customers and the neighborhoods in which they live.

To have a key role in ensuring the outcomes of the Scottish Social Housing Charter are met for our customers.

Responsibilities

Deliver a comprehensive range of area specific housing and neighbourhood services.

Fact Finding and Analysis

Ensuring the delivery of an outstanding housing service within a defined neighbourhood including all tenancy related and customer facing matters. Be effective, efficient, and proactive in managing:

Voids

- To be responsible for the end-to-end void process, which includes carrying out a pre inspection before a tenant moves out and working closely with Arks voids contractor to ensure properties meet Arks lettable standard and re-let within target times.
- To work closely with the Asset Team if extensive work, for example component replacements, are required to achieve lettable standards.
- The void process should follow Rubixx process steps and live recording and reporting to be employed via mobile devices.

Allocations

- Effectively manage letting of vacant properties to ensure tenants and prospective tenants are matched to the right property to create balanced and sustainable communities.
- Responsible for the efficient administration of the Allocations Policy and authorising allocation recommendations made by the Customer Services Officer.

Tenancy Management

- To take timely and appropriate action in relation to all tenancy management issues, including conducting new tenancy and settling in visits, responding to requests to succeed to, or terminate tenancies and dealing with suspected abandonments in accordance with our policies and timescales.

- Identifying vulnerable tenants and ensuring appropriate support is in place to enable them to sustain their tenancies, including referring or signposting to external agencies and services.
- Actively promoting tenant participation in all aspects of our work

Neighbourhood Management

- Responsible for managing estates to ensure a high quality, safe and secure environment for our customers.
- To carry out regular estate inspections to identify environmental and other issues as well as taking relevant action as appropriate to improve communities.
- Liaise with other stakeholders to improve the environment such as Cleansing dept, Environmental Health etc.

Income Management

- Managing rent and service charge collection.
- Monitoring and controlling rent arrears taking appropriate recovery action to ensure that arrears targets are met.
- Managing all related debt recovery (inc. former tenant) and provide recommendations for write offs.
- Obtain relevant authorisation levels for all financial transactions.

Property Repairs

- Identify and report disrepair within communal areas and our communities during tenancy and estate visits; live recording and reporting to be employed via Rubixx from mobile devices.
- To ensure our tenants receive a responsive service to help them fulfil their tenancies in well maintained homes, signpost and encourage tenants, guardians and care and support colleagues to report repairs as they arise directly to Arks Customer Services Team or when available the customer portal.
- Liaise directly with Arks reactive repairs contractor for your area on poor performance and/or customers dissatisfaction.
- Regularly monitor repairs and contractors' performance against Key Performance Indicators (KPIs) to support the Housing & Customer Services Manager to inform monthly and quarterly reporting and contract review meetings.

Tenant Engagement and Participation

- Be a visible and familiar face within the community.
- In conjunction with the Housing & Customer Services Manager, Tenant Information Services and Tenants ensure the implementation of Arks Communication and Engagement Strategy and Housing and Asset Management Services Improvement Plan (HAMSIP), create opportunities for effective tenant and community participation in all areas of our work.
- Contribute to the issue of Newsletters and other publications.
- Participate in Tenant and Ark community events.
- Actively promote membership of Ark and the Rainbow Group (Tenants Scrutiny Group).
- Assist with the development and sustainability of effective tenant participation.

Governance, Performance and Risk

- Support the Housing & Customer Services Manager to ensure Ark's regulatory compliance is achieved through effective monitoring and regular review of practices whilst anticipating future legal or compliance requirements.
- Monitor performance to achieve our customer services targets and KPIs as well as compliance with the Scottish Social Housing Charter.

- Maintain cases and events on Rubixx to ensure high quality reports can be produced as required by the Housing & Customer Services Manager and Head of Housing & Customer Experience.
- Assist with the implementation and delivery of the department's annual strategic objectives and operational delivery plan.

Complaints

- Deal with Stage 1 complaints in line with Ark's complaints handling procedures.
- Ensure Rubixx case and events are regularly updated to capture all communication, outcomes, and actions.
- Escalate complaints to the Housing & Customer Services Manager where required.

General Data Protection Regulations/FOI

- Handle and protect all personal data in line with our Data Protection policies and current Data Protection legislation.
- When required assist with responses to Freedom of Information requests.

Value for Money

- Endeavour to achieve Value for Money in the delivery of all services.
- Develop opportunities for service improvement.

Health and Safety

- Be aware and operate Ark's health & safety policies and procedures.

Ensure Effective Communication

- Adopt a customer service and solutions orientated approach when responding to queries from managers, employees, and customers to ensure that our customers' experience of service is a positive one.
- Be a visible and familiar face within our community.
- Undertake a programme of regular customer visits to determine different customer profiles and service needs.
- Work closely with all staff across the organisation to provide appropriate professional expertise in relation to housing related activities.
- Resolve customer issues and complaints and apply creative thinking to identify personalised solutions.
- Attend meetings with customers and internal/external agencies to lead initiatives or resolve particular issues.
- Advocate on behalf of customers with relevant partner agencies.
- Ensure we keep customers informed through a range of various methods.

Innovation and Initiative

- Use available resources effectively and efficiently to deliver the business priorities.
- Use initiative to balance conflicting priorities.
- Where necessary, work as part of the Customer Services team to identify areas where Housing can add value, and to contribute to solutions to improve area and organisational performance.
- Collaborate with the business to fully understand the key performance issues, objectives and drivers and the associated people requirements for both current and future business challenges.
- Review, research and develop current policies and procedures to ensure they are appropriate for business need, compliant with legislation and in line with the values of Ark.
- Support the Housing & Customer Services Manager and Head of Housing & Customer Experience with the implementation and continuous development of Rubixx.

Interpersonal Skills

Internal

- Be consistent and authoritative in decision making.
- Provide support to other areas of the Business when required.
- Exercise sound judgement in the provision of advice and guidance in relation to housing related activities.
- Take responsibility for continually developing self to maximise personal contribution to the job.
- Work closely with managers within Assets and across the organisation to provide appropriate professional expertise in relation to housing related activities.
- Maintain effective relationships with managers and employees across Ark.
- Work closely with the Housing & Customer Services Manager and Head of Housing & Customer Experience ensuring customer service plans compliment Arks Corporate Strategy and associated annual strategic objectives.

External

- Understand the importance of collaborating with partner agencies to achieve great outcomes.
- Proactive approach to networking both inside and outside the organisation.
- Responsibility for managing key stakeholder relationships.
- Work with external bodies such as Local Authorities, the Scottish Housing Regulator, Scottish Federation of Housing Associations and Scottish Housing Network to ensure Ark is a voice of influence in the development of Housing policy and practice within the Housing sector.
- Support the Head of Housing & Customer Experience in implementing any recommendations made by Auditors, both internal and external, to ensure that service delivery is the best it can be.

Leading and Developing People

- Coach/advise managers in the implementation of Housing policies and procedures appropriate to their areas of work.
- Assist with the prioritisation of Housing activity at an organisational level.
- Ensure the effective allocation and monitoring of Housing activity across Ark.
- Attend area management and other internal meetings as required.
- Ensure all activity is within the policies, practices, and procedures of Ark.
- Promote high standards of ethical behaviour, probity, integrity, and honesty.

Resources

- Responsible for managing the service charge budgets to achieve best value.
- Responsible for managing the Community Benefit Fund to improve communities.
- Where appropriate support the Head of Customer Experience in identifying external funding sources in relation to housing related activities.
- Monitoring and providing KPI data to support managers to make decisions and manage their resources effectively and efficiently.

Impact on Decisions

- Self-aware and self-motivated to realise your full potential and ability to inspire others to achieve their full potential.
- Use sound judgement to identify when Housing initiatives need to be supported by additional resources to deliver the required timescale and quality and highlight these to the Housing & Customer Services Manager or Head of Housing & Customer Experience.

- Support the Housing & Customer Services Manager to monitor the quality and progress of the work within Customer Services Team.
- Report to the Customer Services Manager on Housing initiatives against agreed area and organisational Key Performance Indicators, taking responsibility and addressing areas of concern.

Person Specification

Qualifications	Essential	Desirable
<ul style="list-style-type: none"> Educated to SQA Higher Qualification or equivalent 	X	
<ul style="list-style-type: none"> Chartered Member of Institute of Housing, Minimum Level 3 CIH Certificate in Housing Practice or equivalent proven track record in Housing. 	X	
<ul style="list-style-type: none"> Corporate membership of the Chartered Institute of Housing. 		X
Experience		
Experience of providing Housing input to business strategy, advising Managers/Directors on Housing challenges.		X
A fundamental understanding of the impact of changes in Housing legislation to ensure ongoing compliance.	X	
Tenant Participation and Involvement	X	
An understanding of how the welfare system works to ensure income generation and to provide guidance to ARK's customers.		X
Experience of using Housing IT software.	X	
Delivery of Housing solutions to support change.	X	
Practical experience of interpreting and working with Housing policies and procedures.	X	
Skills		
<p>The successful candidate should display:</p> <ul style="list-style-type: none"> Knowledge of the Regulatory Framework in which Ark operates. Knowledge of current Housing Legislation. Technical and professional housing knowledge. Computer literate, with knowledge of PC based office management systems. Open and honest communication skills. Evidence of continuing professional development. Accomplished time management skills. Ability to plan effectively and prioritise workloads so that all deadlines and targets are achieved. Ability to work under delegated authority, with minimum supervision. Team player. 	X	
Competencies		
<p>As well as the ability to do this role will be assessed in conjunction with the following competence areas:</p> <ul style="list-style-type: none"> Professional Boundaries - Demonstrate a high level of integrity and confidentiality. Continuous Learning - Ability to take responsibility for own learning and continuous improvement. Communication - Excellent communication and interpersonal skills and a good listener. 	X	

<ul style="list-style-type: none"> • Customer Service - An understanding of and a strong commitment to the principles of customer service. • Problem Solving - Use professional judgment to achieve creative solutions and deliver great outcomes for customers. • Teamwork - Ability to operate independently and as part of a team/ Show a willingness to participate and contribute effectively to the wider staff team. 		
General		
Full driving license and access to a vehicle	X	