

JOB DESCRIPTION

Trainee Neighbourhood Housing Officer

Role: Trainee Neighbourhood Housing Officer		Date: February 2012
Reports to: Neighbourhood Manager	Location: Davison House, North Street, Worthing	

Main Purpose

To take responsibility for providing a high quality customer focused management service to a defined area. This will include effective management of all Worthing Homes' property including garage sites, amenity areas and other open spaces.

Position (level) in Organisation

General staff

Authority to liaise with

Other voluntary and statutory bodies and members of the public, officers of Worthing Borough Council and other local authorities, government departments.

Main duties and responsibilities

1. Responsibilities

(i) *Performance Management*

- Responsible for the arrears management of rent accounts within the designated area once they have exceeded the 'low level' threshold. This will entail being responsible for taking appropriate action against tenants in arrears in accordance with the relevant procedure, including making contact with tenants in arrears by letter and personal visit, through to taking action in the County Court and organising and attending evictions where necessary.
- To ensure that basic welfare benefits advice is given to tenants in arrears or that they are referred to a specialist agency dealing with debt counselling, that they are familiar with the company's policy on arrears and that an agreement is made for clearance of the debt.

- To attend court to present cases or give evidence where required including, but not confined to, cases involving rent arrears or breaches of tenancy conditions.
 - Undertake end of tenancy inspections and associated work in line with end of tenancy procedures. Assist with the re-letting of empty homes in the absence of the Lettings Adviser and for new lets.
 - Manage requests in relation to transfers, mutual exchanges, successions, assignments in accordance with the defined procedure.
 - To undertake new tenant visits in accordance with the defined procedure.
 - Manage the efficient letting of garages ensuring minimum relet period with the assistance of the Housing Assistant.
 - To encourage tenants to comply with their Conditions of Tenancy, taking appropriate action where the tenants' obligations are not being met, including referral to the Neighbourhood Manager for advice regarding legal action where necessary, in accordance with current procedures.
 - Carrying out regular inspection of estates, garage sites and other land owned by Worthing Homes, taking appropriate action to ensure that there is a pleasant, clean and safe environment for tenants, leaseholders and the public using these areas. This will include dealing with or reporting problems to the appropriate department in respect of rubbish clearances, abandoned vehicles, grounds maintenance, playground inspections, tree works or cleaning with the assistance of the Neighbourhood Warden.
 - To assist in ensuring that contractors are complying with their obligations in respect of cleaning contracts.
 - To manage cases of unauthorised parking and/or abandoned vehicles on land owned by Worthing Homes in accordance with the defined procedure.
 - Manage requests for accessibility aids and adaptations for disabled customers, including liaison with property services as specified in the relevant procedure.
 - Manage applications from tenants to make alterations/ improvements to tenancy premises, liaising with property services and seeking technical advice where appropriate.
 - Manage applications from tenants requesting internal decorations, to ensure that the relevant database is maintained accurately with only qualifying tenants allowed entry in accordance with relevant procedure.
- (ii) *Communication*
- Liaise with property services regarding repairs/maintenance of company property and environmental improvements.

- In liaison with property services, to consult with tenants prior to and during the course of improvements and major repair works. Liaise with the Lettings Adviser where decanting is necessary.
- In liaison with the Sales and Leasehold Adviser, to ensure that leaseholders comply with the terms of their lease, ensuring that appropriate action is taken for minor breaches and that more serious or ongoing breaches are referred to the Sales and Leasehold Adviser.

(iii) Record keeping

- Be responsible for updating company records accurately to reflect any work undertaken that requires such an action for example, name changes, changes following succession or assignment.
- Complete documentation relating to housing management information and monitoring statistics.

(iv) Partnership working

- Work with other agencies (including Social Services, Community Mental Health Team, police, etc) to seek solutions to problems.
- Liaison with residents' association representatives concerning neighbourhood management matters, including attendance at residents' meetings.

(v) Policies

- To be familiar with and comply with all relevant procedures for the post contained in the Housing Services Procedures Manual.

(vi) Customer service

- Provide a high level of customer service to both internal and external customers.

2. Finance and budgetary control

- Arrange refunds of credit on rent accounts.

3. Responsibilities

- Ensure all policies and procedures are adhered to at all times and that all legal requirements and good practices are observed.

Changes:

This is a description of the job as it is presently constituted. It is the practice of line managers to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. The line manager and the employee will aim to reach an agreement on changes, but if agreement is not possible, the company reserves the right to insist on changes to your job description, after consultation with you.

Signature_____

Date

Print Name_____

Date

Signature (Line Manager)_____

Date

Print Name_____

Date