Your role is to effectively develop and maintain high quality neighbourhoods, engaging with customers and multi-agency partners to reach resolutions to manage neighbourhoods. You will monitor contracts to ensure high quality service delivery on the estates and on our flatted accommodation.

**What are my key responsibilities?**

Manage a caseload related to communal spaces, ensuring customer needs are prioritised, dealt with in a timely manner and customers have pathways for support.

Carry out regular case reviews, making informed decisions in accordance with agreed policies and procedures.

Provide neighbourhood management services to all customers in accordance with policies and procedures.

Typical activities will include enforcement and customer liaison on issues in communal areas and estates e.g. fly tipping, drying areas, communal gardens and grounds maintenance.

Work closely with local customer groups and partners to develop local resident engagement, community facilities, activities and events to support and develop neighbourhood plans.

Implement and monitor neighbourhood plans, working closely with the local CHO, Customer Voice and Communications team to ensure successes are shared.

Enforce tenancy conditions related to communal areas and estates in a timely manner in line with the relevant customer tenancy agreement, referring cases to court and attending court hearings where necessary.

Ensure all systems are accurately updated to support performance monitoring and reporting.

Take responsibility for the portfolio of green growing spaces in the neighbourhood with community groups, reporting on the progress and outcomes into the project group.

**Relationships**

You will report to the Neighbourhood Assistant Manager.

You are required to support and engage with different parts of the organisation, working across teams and at various levels. You will work particularly closely with the Community Housing Officer.

You may also be required to work with external partner agencies such as Local Authorities, Police services, voluntary organisations, Social Services, Courts and Legal services.

**Role Requirements:**

There are certain qualifications and experience that we are looking for to operate effectively as a Neighbourhood Officer, specifically:

* Recent and relevant experience of working in the social housing sector, delivering sustainable tenancies and neighbourhoods
* Experience of supporting vulnerable customers face to face
* Experience of managing a caseload with the aptitude to respond to conflicting pressures and demands whilst paying attention to detail
* Knowledge of current legislation affecting the Housing sector and regulatory requirements relating to tenancies
* An ability to accept responsibility for decisions taken and working on own initiative within guidelines
* The ability to communicate clearly and effectively
* The ability to use IT software proficiently, interpreting information and producing detailed written documentation
* The ability to respond quickly to changes that will impact upon service delivery
* The ability to challenge current ways of working and to make improvement recommendations
* A commitment to continuous professional development

A full UK driving licence and access to a vehicle is essential in this role, as regular travel to whg sites across and outside Walsall will be required.

You will have a confident and positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional and respectful manner. You will also be self-motivated and accountable with the ability to work across teams.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develop and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in our 2030 plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |