Your role is to make sure that our estates are kept to a high standard by working to targets and carrying out regular inspections to ensure that they are being kept clean, clear and in good repair.

**What are my key responsibilities?**

Deliver a scheduled, responsive and project-based service whilst promoting a culture where customers respect their community and neighbourhoods.

Achieve neighbourhood and community improvements that enable local people to enjoy the place in which they live.

Maintain and improve neighbourhoods/housing estates, taking prompt and effective action to ensure that whg communities are a great place to live.

Take an active part in promoting and getting involved in community and resident engagement.

Personally address any concerns with waste management and encourage customers to actively participate to keep their estate clean and tidy.

Assist in the provision of housing management and estate-based services, which will include but not be limited to site inspections, litter picking and hazard reporting.

Undertake daily manual handling tasks, such as moving large bins and heavy bags, removing fly tipping and other large bulky items in accordance with all Health and Safety requirements.

Carry out minor repair work, ensuring the health and safety of whg customers.

Work in accordance with whg policies and procedures relevant to the nature of the role.

Ensure customer enquiries are recorded and dealt with in accordance with whg procedures and targets.

Deliver against individual targets set.

Deliver against KPIs, such as removal of drug paraphernalia and fly tipping

Actively promote and demonstrate whg’s values.

**Relationships**

There is no supervisory/management responsibility attached to this post.

The post holder reports directly to the Assistant Neighbourhood Services Manager.

***Other Contacts:***

* Internal: Working collaboratively with internal colleagues to ensure that individual customer needs are met. In particular, CCTV Control Room, Asset Management, Community Housing and Community Safety.
* External: Partner agencies such as Walsall Council, contractors, waste transfer stations.

**Role Requirements:**

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

**You must have:**

* A full, UK driving licence (no more than 6 points), with previous experience of driving a transit van.
* The physical ability to undertake daily manual handling tasks, such as moving or removing large bins, heavy bags, fly tipping and other large items.
* The ability to communicate clearly and effectively with internal and external colleagues, customers, local groups and partner agencies.
* Good IT skills which include the ability to confidently use all Microsoft Office applications.
* Experience of dealing with customers face to face in one-to-one situations, and the ability to handle pressure, sensitivity and conflict in a calm and confident manner.
* Experience of handling challenging situations with customers to a satisfactory resolution in a professional manner.
* The ability to undertake minor repairs.
* The ability to work both as part of a team and independently when required.
* Accepting responsibility for decisions taken and working on own initiative, within guidelines.
* Capability to respond quickly to changes that will impact upon service delivery.
* Ability to challenge the current ways of working and make recommendations for improvement.

**Ideally you will also have:**

* Recent and relevant experience in the social housing sector.
* Awareness of current legislation affecting the Housing sector, in particular vulnerable customers and Health and Safety

**Additional Information:**

* The Neighbourhood Impact Officer is a physically demanding role and requires the job holder to work both indoors and outdoors in all weather conditions.
* You will be required to travel from location to location around the Walsall borough and surrounding areas.
* You are required to hold a full driving license.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops 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 the 2030 Plan identify the behaviours that we expect all colleagues to display.

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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. |