

# **EPPING FOREST DISTRICT COUNCIL ROLE PROFILE**

**JOB TITLE:**           **Housing Management and Home Ownership – Neighbourhood Services Officer**

## **PURPOSE OF THE JOB:**

Be responsible for the day to day management of functions within postholder's area and for the delivery of outcomes.

Develop, manage and sustain positive relationships with customers, key stakeholders and partners.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.

Work collaboratively across the organisation to bring about change and improvements to service delivery within finite resources.

Take collective responsibility for ensuring excellent services are provided to our residents.

## **KEY RESPONSIBILITIES**

### **Corporate**

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Uphold the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Participate in projects to achieve the most effective services possible for the community, partners and the Council.

### **Service**

Working with the Team Manager – Neighbourhoods, contribute to and implement a strong vision for the service area which delivers ambitious, innovative and forward-thinking approaches, where work is of high quality and achieves objectives, through effective performance and risk management.

Day to day management of tenancy management including tenancy enforcement, anti-social behaviour and resident involvement.

To provide a service that promotes tenancy sustainment.

Responsible for working with Team Manager Neighbourhoods on Tenancy reviews.

Responsible for sign ups of new residents and conducting tenancy support plans / information on tenancy matters at sign up stage.

Contribute to the development and implementation of a digital focus across processes and service delivery.

To act as Lead Officer at resident meetings where necessary.

Provide representation at user groups and engage with partners and key stakeholders.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post

## SKILLS/KNOWLEDGE/ATTRIBUTES

<b>Education</b>	<p>Relevant professional degree/qualification or demonstrable equivalent work experience</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role.</p>
<b>Experience</b>	<p>Worked within an organisation of comparable scale and complexity: either a local authority or RSL.</p> <p>A track record of managing tenancies, managing complex anti-social behaviour cases and have an understanding of tenancy sign up's.</p> <p>Have a good understanding of the Crime &amp; Policing Act and the Housing Act.</p>
<b>Knowledge &amp; Skills</b>	<p>Ability to establish positive relationships with key stakeholders at all levels of the organisation and partners that generate confidence and respect</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.</p> <p>A good understanding of the use of technology for the delivery of modern and streamlined services and processes</p> <p>An understanding of the current issues facing local government and possess a degree of political sensitivity.</p> <p>The ability to adhere to and explain council policy and basic housing law commensurate with the role.</p>
<b>Behaviours</b>	
<b>Trust</b>	<p>Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p>
	<p>Self-aware and understands how own style and behaviour impacts on the performance of others.</p>
<b>One Team</b>	<p>Demonstrate strong emotional intelligence and resilience.</p>

	<p>Evidence effective communication contributing to a strong team performance.</p> <p>Collaborative approach to knowledge sharing across teams.</p>
<b>Performance</b>	<p>Strong focus on outcomes.</p> <p>Proactive and tenacious in approach.</p> <p>Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery</p> <p>To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.</p>
<b>Innovation</b>	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Demonstrate the ability to adopt a creative and innovative approach to the role</p>
<b>Customer</b>	<p>Demonstrate a strong customer focus</p> <p>Demonstrate a strong personal commitment to quality and cost effective public services, informed by customer and community involvement.</p>
<b>Other Requirements</b>	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others</p> <p>Ability to attend meetings outside normal working hours</p> <p>Able to attend meetings or events etc. where public transport does not exist or is limited.</p> <p>Possession of full driving licence</p>