



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Neighbourhood Services Advisor RBKC43750

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Job Title	Neighbourhood Services Advisor
Position Number(s)	2
Department	Housing Management
Section or Service	Lancaster West Neighbourhood Team
Grade	£25,833 - £29,796 (Range B)
Hours	36 hours

DESIGNATION:

Responsible to:	Customer Experience Manager
Employees directly supervised (if applicable):	N/A
Family Tree:	
<i>Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.</i>	
<pre>graph TD; ND[Neighbourhood Director] --- AND[Assistant Neighbourhood Director]; AND --- CEM[Customer Experience Manager]; CEM --- NSA1[Neighbourhood Services Advisor]; CEM --- NSA2[Neighbourhood Services Advisor]; CEM --- NSA3[Neighbourhood Services Advisor];</pre>	

1. JOB PURPOSE:

1. To provide a seamless and proactive neighbourhood advice function, delivering a range of front-line housing services as we transform Lancaster West into a model estate for the 21st Century through a multi-million-pound refurbishment co-designed with residents, and ensure Grenfell Housing Services delivers the very best housing management service to the survivors and bereaved.
2. To support the development and delivery of multi-channel services including face-to-face, telephone, email, webchat and social media direct message, ensuring pace, empathy and proactive customers updates are provided across a full range of housing and neighbourhood services.
3. To ensure effective administration required, working effectively with the wider Lancaster West Neighbourhood Team and Grenfell Housing Services, ensuring council policies, performance standards and customer satisfaction requirements are met.

2. DESCRIPTION OF DUTIES:

1. Responsible for managing the front-line email, face-to-face and telephone service used by all residents and managing the LWNT reception area. This will include, but not limited to, queries regarding tenancy accounts, repairs, and a full range of other enquiries concerning the blocks and properties we manage.
2. Acknowledge, respond and coordinate emails, cases and tasks received into CRM queues to individual officers, ensuring quick and high-quality responses are provided to residents
3. To help monitor Councillor, MP and complaint enquires onto CRM and assign to the relevant officers to investigate to ensure deadlines are met.
4. Support the Customer Experience Manager with complaint investigations, and to ensure that complaint cases are updated on CRM and relevant reporting is shared with colleagues.
5. Assist the Customer Experience Manager with learning from complaints and supporting service areas to make service improvements.
6. Assist the Customer Experience Manager with collating the relevant data for Freedom of Information and Subject Access requests.
7. To manage all platforms of communication such as Instagram, Facebook messenger, mailboxes and webchat.
8. Liaise with the Repair Operations Manager, Repairs Manager and Repairs Coordinators in order to ensure a smooth customer experience for our residents who are reporting repairs or seeking progress updates.
9. To support the Customer Experience Manager with the office management of the units at the Baseline Studios, including stationery orders, facilities management and ensuring offices are organised and effective workplaces.

10. Championing pilot projects alongside colleagues from other departments to improve the services we deliver to our residents.
11. Support the Grenfell Housing Services, Neighbourhood Management, Community Development and Property Services in a full range of administration and project support tasks as and when necessary.
12. Develop and maintain appropriate administrative and support systems. Assist with the delivery of project work as and when required.
13. Assist with record keeping of meetings. This may include some evening meetings as directed by the Customer Experience Manager
14. Provide a caring and professional customer experience at point of contact at all times.
15. To continuously think of and explore innovative ways of gathering feedback from residents to improve satisfaction and the quality of service.
16. Support residents in accessing services provided by the Council and other relevant statutory and voluntary bodies (for example, the NHS).
17. Any other similar duties.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Neighbourhood Services Advisor
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to

meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities</p> <p>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications: GCSE pass in English and maths or comparable/equivalent qualifications</p> <p>Desirable: Chartered Institute of Housing Membership</p>
C	<p>Skills; Experience and Ability</p> <p>Essential:</p> <ul style="list-style-type: none"> • Advanced computer skills and experience in using the full range of Microsoft Office / Office 365 applications (especially MS Excel, PowerPoint and Word) and the ability to use these effectively in this role. • A commitment to providing a high-quality service to customers • Demonstrable organisational skills such as multi-tasking, use of initiative, problem solving, working independently and prioritising workloads; and the ability to be resilient in a pressurised environment subject to changing workloads and conflicting priorities. • Ability to work as part of a team. • Excellent interpersonal and networking skills, with the ability to develop effective partnerships with staff from other council departments, other organisations and agencies. • Excellent communication skills, with the ability to convey ideas and present complex information in a clear and simple way. • Excellent prioritisation skills, able to assess workloads and identify critical components • Good negotiating skills, able to deal with situations of conflicting demands and needs • Able to work on own initiative • A passion for the role of social housing as a public good, and motivated to serve as part of a team that is fundamental to the recovery from the Grenfell Tower tragedy <p>Desirable:</p> <ul style="list-style-type: none"> • An understanding of housing services, or experience of delivering them

Our Values & Behaviours	
D	<p style="text-align: center;">PUTTING COMMUNITIES FIRST</p> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<p style="text-align: center;">RESPECT</p> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<p style="text-align: center;">INTEGRITY</p> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

<p style="text-align: center;">WORKING TOGETHER</p> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.

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