



Job Profile

August 2025

JOB TITLE:	Neighbourhood Officer
GRADE:	SO2
POST NO:	Post specific
JOB TIER:	5 (Non management)
DBS CHECK:	Basic
DIRECTORATE:	Homes and Communities
SERVICE:	Homes and Neighbourhoods
Reports to:	Neighbourhood Manager
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

The Neighbourhood Officer is essential in assisting the Neighbourhood Manager by coordinating and facilitating cross-functional teams that will drive continuous quality improvements in neighbourhood areas. The focus of the Neighbourhood Officer will be to provide an 'end to end' tenancy management service from managing the viewing of all properties before a prospective tenant enters a tenancy and encompasses all key tenancy events and the exercise of statutory rights during the lifetime of the tenancy.

This role will also be responsible for being the custodian of their neighbourhood as a visible and accessible presence to residents. The Neighbourhood Officer role is customer focused with the aim of making every contact count being a key focus. The role will also complete statutory compliance work, including cyclical gas and electrical access where this has not been possible, and other planned works.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of '*putting our residents first*'.
- Foster community engagement and participation in local activities, helping tenants to develop social networks and support systems.
- To ensure that the tenant and leaseholder voice is heard and translated into tailored offers.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

2. People Management

- No direct supervisory responsibility however may be required to assist in the induction and training of peers and new employees.

3. Operational Service Delivery

- To be present on estates and accessible to residents where and when they need, being a visible and accessible presence.
- Manage the end-to-end process for the viewing of all new homes to check the suitability of the property before a property is offered to a prospective tenant.
- Secure access to a property to complete statutory compliance work, including cyclical gas and electrical testing, and other planned works.
- To ensure that information regarding viewings undertaken and outcomes is up to date, available and has a clear focus on themes which improve or negatively impact upon empty property re-let times.
- Engage with colleagues responsible for other parts of the voids management process to support the development of strategies for 'harder to let' dwellings and changes to operational practice.
- Liaise with the Lettings and Void Repairs Teams to maximise the achievement of successful lettings at 'first viewing'. Including pre vacation visits.
- Capture the potential support needs of vulnerable tenants and share relevant information with the Tenancy Sustainment Officer's to maximise the potential for successful tenancies.

- Make an effective contribution to the fire safety management strategy in relation to the managed stock by reporting any identified breaches or fire safety risks to common areas or individual properties. Ensuring that tenants, leaseholders and staff are 'fire aware' and 'fire safe' by providing timely and tailored advice, addressing risky behaviours and supporting the delivery of key compliance workstreams.
- Working on own initiative, undertake targeted Tenancy Checks to contribute to the overall service target and as part of addressing access casework.
- Organise and conduct neighbourhood walkabouts quarterly with residents and partners such as Cllrs and surveyors.
- Deliver a risk-based approach to the management of tenancies which involves the initial and ongoing assessment of risk, a more tailored person-centred approach and the engagement of more specialist support providers where required.
- Deliver approaches which ensures interventions take place at an early stage to help 'at-risk tenants' retain a secure home while meeting the responsibilities of their tenancy agreement.
- Add value at all stages in the delivery of core tenancy management processes and during the lifetime of the tenancy by maximising the value from engaging with the tenant during the very early stages of the tenancy and during opportunities to 'get behind the front door' and engage with the tenant in their own home.
- Undertake risk assessments such as DASH for victims of domestic abuse and identify a range of suitable and effective control measures to mitigate the risks associated with tenancy failure.
- Maintain situational awareness on estates and within properties managed to support dynamic assessment of risk and the delivery of appropriate and practical interventions to resolve potential and presenting hazards.
- Work smartly to maximise the potential for compliant statutory gas and electrical servicing across managed properties and take formal enforcement action to secure access in parallel with any appropriate support measures.
- Respond to emerging or presenting emergencies within the managed housing stock including fires, floods and other incidents which prevent continued occupation of property. Work collaboratively with other services as the landlord representative to determine the best course of action as part of initial and longer-term support of displaced households.
- Manage decants in liaison with other service teams to ensure tenants are well supported, expectations are managed, and void property times are minimised.

- Work closely with the Tenancy Sustainment Officers to support vulnerable tenants and households who are 'at risk' of tenancy failure due to unmet support needs.
- Identify, assess and work collaboratively with the Tenancy Sustainment Officers to manage cases of hoarding within the managed housing stock in line with operational practice and service protocol. As part of a collaborative approach to managing risk, safeguarding tenants and ensuring compliance with tenancy obligations.
- Proactively oversee and manage mutual exchange casework from receipt of application to production and completion of tenancy agreements to ensure that statutory deadlines are met, tenancy conditions complied with and health & safety risks effectively managed.
- Proactively manage all Use & Occupation casework within area of responsibility, ensuring progression of cases to positive outcomes evidenced by good quality file notes, reduced income loss and best use of the Council's available housing stock.
- Inform tenants and leaseholders of the full range of involvement and decision-making opportunities available to them and encourage them to participate at a level and pace which maximises their contribution.
- Deliver efficient tenancy and leasehold management practices in response to tenants and leaseholders exercising their full range of contractual and statutory rights.
- To be persistent in the engagement of individuals who are harder to reach by using assertive, creative and practical engagement strategies.
- To attend case conferences, review meetings and other meetings as required in order to maximise the potential for successful tenancies.
- To maintain timely and concise case records and written reports that evidence the work undertaken and the progress achieved securing compliance with tenancy conditions and securing successful tenancies.
- To ensure that monitoring and statistical information regarding casework undertaken is up to date and available.
- Strive to deliver the ethos of 'getting it right first time and every time' in the context of delivering quality tenancy management services.
- Assist in activities and events that empower residents and communities to co-design solutions to challenges and identify opportunities.
- Attend handovers and open days for newly acquired, developed or refurbished dwellings.

- Collaborate closely with internal teams within the Council and Partner organisations to resolve antisocial behaviour on designated neighbourhood areas.
- The role holder may occasionally encounter safeguarding issues and must take responsibility to ensure appropriate actions are taken, recognising the broader duty of care associated with the role.

4. Service Planning & Development

- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.
- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.
- Take part in training, development and service planning activities.
- Develop, maintain, and advance in-depth knowledge both through self-led learning and formal and informal training opportunities.
- Engage in personal and team development through 1-1s, appraisals, team meetings, and performance reviews.
- Identify and act on potential efficiency savings to drive continuous service improvement.
- To participate in case work supervision arrangements to ensure that desired outcomes are being met and to improve effectiveness in the role.

5. Financial & Resource Management

- Ensure all expenditure related to the role is conducted in line with corporate guidelines.
- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

6. Service Improvement

- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Adopt continuous improvement whilst undertaking role functions.

- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Monitor and report on service delivery performance against agreed targets, identifying areas for improvement and work closely with the Neighbourhood Manager to implement necessary changes.
- Contribute to the development and review of policies related to Neighbourhood Services and homelessness prevention, ensuring compliance with relevant legislation and best practices.
- Identify opportunities to innovate local services by benchmarking against best practices from other neighbourhood areas and local authorities.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents, tenants and their representative bodies.
- External contact will be with Health, Community Organisations and other Partners such as, Health, Faith Communities, Voluntary Sector Organisations etc.

8. Additional Responsibilities

- Bring forward new approaches and measures in relation to changing circumstances and emerging risks which demonstrate the value of the service.
- When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects.
- Adopt the professional characteristics of people working within the Housing Management Service as reflected in the Chartered Institute of Housing Professional Standards
- Contribute to the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Work closely with the Neighbourhood Manager to assess resident satisfaction with the support provided, using surveys and feedback to identify areas for improvement.

- Work closely with the Neighbourhood Manager to monitor the timely resolution of resident issues, ensuring that concerns are addressed promptly and effectively.
- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent housing services, which deliver value for money.
- Contribute to the delivery of the Tenant Satisfaction Measures (TSMs).
- Deliver the agreed Personal Appraisal Goals.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

B. Person Specification

Neighbourhood Officer

This person specification will be used for recruitment to this vacancy of **Neighbourhood Officer** in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or experience.	✓	
5 or more GCSEs including English and Maths (Grade C/level 4 or above).	✓	
Evidence of continuous professional development.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability and willingness to attend out of hours meetings and visits to meet the needs of residents and the service.	✓	
Full driving licence and use of a vehicle.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Demonstrates experience of delivering successful tenancy management services	✓	

across a range of tenancy types within a social housing setting.		
Demonstrate the ability to bring forward practical, creative and innovative solutions where individuals are unable to comply with tenancy obligations.	✓	
Experience of assessing and managing risk and vulnerability in the context of delivering tenancy management services.	✓	
Experience of sensitively and comprehensively investigating incidents of low level anti-social behaviour, neighbour related disputes and other tenancy breaches, ensuring risks are effectively managed and sustainable solutions are delivered via combinations of informal and formal interventions.	✓	
Proven ability to effectively manage complex tenancy management casework associated with a range of unmet needs and multiple social and economic issues as part of a collaborate approach.	✓	
Proven ability to sign-post and help tenants to access services which positively impact their health, well-being, and independence.	✓	
Proven ability and experience of effectively and successfully challenge tenants who refuse access or fail to engage in the context of gas / electrical servicing, planned works, adaptations or other presenting landlord access issues.	✓	
Ability to prepare unaided formal Notices (NOSP / NPP /NTQ /NOE), proportionality assessments and witness statements in line with pre-court protocol and in a compliant manner.	✓	
Act as instructing Officer to Legal Services in the context of possession, other enforcement actions and tenancy management casework and represent the Council in court as a witness.	✓	
Experience of appropriately and accurately processing requests from tenants and leaseholders to exercise their statutory and contractual rights.	✓	
Proven ability to respond effectively and proportionately to ensure compliance with tenancy and lease obligations.	✓	

Proven ability to identify and effectively respond to the risk factors associated with tenancy failure.	✓	
Substantial experience of successfully using a collaborative approach to problem solving involving a wide range of providers and disciplines.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Demonstrates a good knowledge and understanding of Housing and Landlord & Tenant legislation and subordinate Regulation and guidance applicable to tenancy management within a social housing setting.	✓	
Good understanding of the concept and relevance of tenancy sustainment and the risk factors pertaining to homelessness.	✓	
Proven ability to recognise and respond appropriately to people who move in and out of vulnerability during the lifetime of their tenancy and who are disproportionately affected by life events which put their tenancy at risk.	✓	
Proven ability to bring forward creative solutions and translate them into positive outcomes for tenants and leaseholders in response to challenging tenancy management problems.	✓	
Ability to be persistent, creative and tenacious in engaging with vulnerable, socially excluded and harder to reach individuals to secure positive outcomes.	✓	
Confident ability to engage with tenants and leaseholders in the context of delivering tenancy management services to ensure they are 'fire safe' and 'fire aware'.	✓	
Ability to recognise the wide range of risk factors associated with tenancy failure including rent arrears, household standards, unacceptable behaviours, cuckooing and other safeguarding issues and ensure appropriate and collaborative responses are deployed.	✓	
Ability to act calmly and effectively in an emergency where tenants may have been dispossessed of their home or suffered other property related trauma.	✓	

Ability to communicate in a wide variety of situations and present views positively and persuasively to gain support and have a collaborative style which secures positive outcomes.	✓	
Proficient in the use of all Microsoft applications such as Word, PowerPoint, Excel, Outlook etc.	✓	
Understanding of risk assessing victims of Domestic Abuse using the DASH Framework. Or willingness to attend training to gain the experience.	✓	
Ability and willingness to develop and maintain a knowledge base of the Regulator for Social Housing Framework.	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.