



## Job Profile

August 2025

---

<b>JOB TITLE:</b>	Neighbourhood Manager
<b>GRADE:</b>	POD
<b>POST NO:</b>	Post specific
<b>JOB TIER:</b>	3
<b>DBS CHECK:</b>	Basic
<b>DIRECTORATE:</b>	Resident Services
<b>SERVICE:</b>	Homes and Neighbourhoods
<b>Reports to:</b>	Head of Residents and Neighbourhoods
<b>Direct Reports:</b>	6-8
<b>Indirect Reports:</b>	Post specific

### **ROLE PURPOSE:**

Overall management of the Neighbourhood and Tenancy Sustainment Team's. The Neighbourhood Manager will also have overall responsibility for the Council's Travellers Site at Colne Park, West Drayton. Ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

Responsible for the delivery of an effective and efficient landlord service which meets contractual and statutory obligations, makes best use of the Council's housing portfolio and is compliant in the context of the Social Housing Regulation Act.

Working collaboratively across the organisation to maximise the potential for cost avoidance linked to tenancy failure and ensuring residents receive a value for money service which best meets their needs.

The Neighbourhood Manager will oversee and ensure the delivery of exceptional customer service by providing a proactive, efficient, innovative, and cost-effective service to tenants and leaseholders. Collaborate effectively to guarantee a seamless Neighbourhood Management, Tenancy Sustainment, and Traveller Service, while motivating colleagues to deliver an outstanding resident experience. Lead the strategic adoption of digital technologies to transform the Neighbourhood, Tenancy Sustainment, and Traveller site support service delivery for residents, and communities—enhancing accessibility, flexibility, and the resident experience.

The Neighbourhood Manager will have direct line management responsibility for Neighbourhood Officers, Tenancy Sustainment Officers and the Travellers Site Officer. To act as a specialist resource within the team, providing advice, support, supervision and guidance regarding complex and challenging areas of work such as domestic abuse. The postholder will also contribute to the quality of tenancy sustainment casework and bring forward innovative solutions to secure positive and sustainable outcomes for residents.

Provide visible and strategic leadership across frontline housing services, ensuring a proactive and coordinated response to safeguarding, complex tenancy management, and estate improvement. Champion a cross-departmental approach by aligning housing operations with repairs, environmental services, and capital programmes—ensuring residents are engaged, informed, and empowered through clear communication and inclusive service design.

## A. Job Description

---

### 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Accountable for the provision of an efficient, resident focused service to residents of the Borough.
- To ensure that the tenant and leaseholder voice is heard and translated into tailored offers.
- To ensure that residents at risk of losing their home are effectively supported to sustain their tenancy and comply with their obligations.
- To ensure the service complies with the principles of equal access and non-discriminatory practice and is accessible to all members of the community.

- Attend periodic meetings of tenant and leaseholder representatives in the context of tenancy sustainment, statutory and service specific functions.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

## **2. People Management**

- To be responsible for the selection, development and performance of the Neighbourhood Officer's, Tenancy Sustainment Officer's and the Travellers Site Officer in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Provide advice and guidance to staff in relation to core areas of complex tenancy management and casework such as Domestic Abuse, and enforcement action where necessary.
- Regularly monitor and review staff and team performance, collaborating with them to enhance efficiency, innovation, and overall performance in alignment with council vision and council strategy.
- Take responsibility for the performance of direct line reports, implementing appropriate and decisive actions when necessary.
- Ensure activities are planned to include meaningful one-on-one conversations, quality regular appraisals, and regular workforce planning and development.
- Lead on developing and driving a performance culture with a focus on continuous improvement, accountability and personal responsibility. Providing performance reports to the Head of Residents and Neighbourhoods on a regular basis.
- Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, and other legal and statutory requirements along with best practice and general duty of care.
- Cultivate an empowering environment by recognising and developing future leaders within the team, while promoting innovation and professional growth.
- Thrive in a dynamic environment by leading a team to meet targets and service objectives amidst competing priorities. Continuously enhance within existing resources the service, adapting to evolving needs and integrating digital solutions.

- Adhere to and ensure that staff within the team adopt the professional characteristics of people working within the Housing Management Service as reflected in the Chartered Institute of Housing Professional Standards.

### **3. Operational Service Delivery**

- Provide leadership and management for all tenancy related services across Tenancy Sustainment, Neighbourhood, the Travellers Site and support officers in the operational delivery of their services.
- Ensure functions of the team are delivered in full compliance with legislation, policy, and best practice. Oversee timely and effective action on all tenancy-related matters—including successions, assignments, tenancy variations, subletting, and other changes—ensuring consistency, accountability, and a high standard of service delivery across teams. Lead a balanced approach to enforcement—utilising both informal and legal interventions—while ensuring effective partnership working and signposting to statutory and support services to achieve sustainable outcomes for residents and communities.
- Provide strategic leadership and expert guidance on complex tenancy management casework, ensuring Tenancy Sustainment, and Neighbourhood Officers are equipped with the skills, confidence, and professional judgement to manage high-risk and sensitive cases effectively. Embed a culture of continuous learning and reflective practice through coaching, case reviews, and knowledge sharing, driving service excellence and improved outcomes for vulnerable residents.
- Oversee and guide staff to proactively prevent tenancy breakdowns and address escalating needs. Ensure the team supports tenants in maintaining their homes, preventing home loss, and ensuring timely rent payments.
- Cultivate appropriate relationships with key external and internal partners, representing the organisation at meetings with various agencies with regard to individual cases, acting in the best interests of the organisation and residents at all times.
- Develop and promote a strong partnership working culture with integrated approaches across Adult Social Care and Health, Children's Services, and other services across the Council.
- Chair and attend appropriate multi-agency, strategic groups to plan and develop improved practice and provision.
- Be knowledgeable and up to date with relevant legislation in the sector, policy, good practice and codes of guidance to ensure that statutory duties are consistently met.

- To communicate clearly and effectively with staff, customers and their representatives, Elected Members, colleagues and other third parties around all aspects of the service delivery and linkages with other areas, promoting a widespread understanding of the service and its capacity in order to manage stakeholder's expectations and agree realistic outcomes and goals.
- Lead responsibility for providing quality advice and information to senior managers, Councillors and government departments in respect of performance and policy developments related to Neighbourhood, Tenancy Sustainment and Travellers. This will include the production and presentation of reports to Members and attendance at meetings of Council committees, as required.
- Lead on effectively dealing with complex cases including undertaking detailed investigations into the background of stage 1 Complaints and complex Members Enquiries to understand the facts in each case and identify any gaps or failings in service delivery. Ensure corporate standards are met consistently, on Complaints, Members Enquiries and Freedom of Information requests.
- Champion the ethos of early intervention and prevention to best meet assessed risks and ensure successful tenancies.
- Lead in collaboration with the Resident Empowerment and Relationship Manager on the development and implementation of effective strategies that ensure active participation and involvement of service users and residents in the planning, delivery, and monitoring of services.
- Maintain a close working relationship with tenant and leaseholder groups and actively participate in relevant meetings and forums to discuss service improvements and communicate service changes.
- Maximise the added value from an effective and efficient Tenancy Review process in the context of best use of housing stock and compliance with tenancy obligations.
- Lead on the development, delivery and ongoing review of the Council's tenancy offer to residents living in age restricted accommodation.
- Act as service lead in ensuring that the ethos of 'every void matters' is embedded operationally with staff groups and contribute towards cross service working on improving void property management performance.
- Work with other service leads and the Compliance Team, to ensure the service has a robust and well documented approach to ensuring that our tenants and leaseholders are 'fire safe' and 'fire aware'.
- Identify, own and manage risks associated with the Tenancy Sustainment, Neighbourhood and Traveller functions.

- Ensure teams have an effective working knowledge of Universal Credit, can sign-post to support services and make use of all resident contact to project the 'rent first' ethos.
- Ensure officers undertake risk assessments such as DASH for victims of domestic abuse and other vulnerabilities to enable the identification of a range of suitable and effective control measures to mitigate the risks associated with tenancy failure.
- Take the lead in tendering and procuring contracts for services that directly support Neighbourhood services, Tenancy Sustainment, Traveller services, and the management of shared estate areas. Work collaboratively with the Procurement Team and relevant council officers to ensure effective and compliant delivery.
- Ensure systems and processes are in place for accurately recording and maintaining client data, records, and information in a case management system, ensuring case files are up-to-date and professionally maintained.
- Operationally assist in the management of Safeguarding support and systems in line with the Council's Safeguarding Guidelines.
- Ensure officers adopt a clear and consistent approach to case management, aligning with policy. Provide timely interventions and positive assistance to help tenants overcome debt-related obstacles.
- Through effective leadership and management ensure that there is comprehensive support and guidance to tenants to ensure the sustainability of their tenancies.
- Develop and maintain high levels of personal contact with tenants to maximise engagement and minimise breaches of tenancy.
- Ensure service delivery aligns with best practices in service management, focusing on proactive engagement, timely interventions, and continuous improvement to meet tenants' needs effectively.
- Serve as the primary contact for engaged tenants, leading and coordinating tenant engagement projects supported by Neighbourhood Officers for the relevant neighbourhood patch. Tenants to shape services and hold the Council to account for the homes and services provided.
- Lead on building strategic support for neighbourhood projects, programmes, and place-based plans through clear, consistent engagement with local communities, Ward Councillors, Cabinet Members, where appropriate. Work collaboratively with the Head of Residents and Neighbourhoods to ensure alignment with corporate priorities and to secure stakeholder buy-in at all levels. Utilising project and programme management techniques and tools as required.

- Work with the Resident Empowerment and Relationship Manager on implementing a continuous tenant and leaseholder recruitment programme to enhance involvement and diversify engagement.
- Work collaboratively with colleagues across teams and departments to support the effective resolution of complaints, ensuring a joined-up approach to service improvement.
- Take shared responsibility for addressing service issues identified through complaints, responding constructively and focusing on learning and improvement.
- Engage with complaints in line with professional standards and expectations set by relevant regulatory or professional bodies, maintaining integrity and accountability in all interactions.

#### **4. Service Planning & Development**

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Identify future service challenges and opportunities in the context of Neighbourhood, Tenancy Sustainment and Traveller site support functions.
- To identify and suggest any improvements to current ways of working in own service area, and across the directorate in order to deliver a more efficient and effective service for residents and other service delivery teams.
- To keep up to date on research, policy and practice developments in the context of tenancy management and social housing regulation through personal study and attendance at seminars or training.
- Promote social value in all activities, ensuring broader social, economic, and environmental benefits for the Council, residents, and communities.
- To contribute effectively to the development of the Directorate service plan, ensuring ownership of responsibilities and targets to operational teams.
- Ensure performance outcome measures are in place across teams and that management information is analysed and used to drive positive outcomes and efficient working practices.

- Develop, maintain, and implement a Business Continuity Plan within the area of responsibility as needed.

## **5. Financial & Resource Management**

- To take responsibility for the effective management of the allocated department / team budget.
- Deliver against Medium Term Financial Strategy (MTFS) savings targets for the area of responsibility.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Ensure that robust systems are in place for monitoring and evaluating expenditure across the service area in order to protect the Council's financial position and comply with internal financial regulations.
- Maximise the contributions from early intervention and tailored support to demonstrate cost avoidance.
- Be accountable for managing the council's resources efficiently and complying with statutory requirements. This includes managing time effectively, avoiding unnecessary waste, and promoting the reuse and recycling of resources to minimise personal impact. Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to secure funding where appropriate.
- With the Head of Residents and Neighbourhoods and the Finance team, create and manage annual budgets and financial forecasts related to the service, ensuring accuracy, regular monitoring and driving value for money.

## **6. Service Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Provide strategic leadership in the design, development, and implementation of new systems and processes within the team. Drive innovation and service transformation to enhance operational efficiency, improve the resident



experience, and empower staff through streamlined, data-informed practices that support continuous improvement and organisational excellence.

- Lead the strategic review of policies and strategy in the areas of responsibility, identifying opportunities for innovation and service enhancement.
- Provide leadership in driving community-led innovation by facilitating inclusive co-design processes that empower residents to shape solutions to local challenges and opportunities. Champion collaborative engagement approaches that build trust, harness local insight, and ensure community voices are central to the development and delivery of neighbourhood initiatives.
- Contribute to and lead as required on cross cutting programmes and projects across the council as they relate to Neighbourhood, Tenancy Sustainment and Traveller site support functions.
- To undertake appropriate management and professional training to maintain professional competence and continual personal development.
- Develop and achieve performance targets and improvement plans for the area, emphasising continuous improvement and value for money. Ensure that a performance-driven culture is cultivated and maintained within the team. Ensure that improvement projects are aligned with corporate priorities, enhance resident outcomes, and embed a culture of performance, learning, and efficiency across the service.
- Work with Business Intelligence Team to establish meaningful business intelligence reports utilising Power BI to support rigorous analysis of performance information that drives service improvement.
- Contribute and where required lead the preparation for internal and external inspections, audits, service reviews, improvements, and special projects, ensuring successful change management throughout the process.

## **7. Contacts**

- Primary internal contacts include; Adult Social Care & Health, Children's Services, HR, Finance, Legal Services, Counter Fraud, Housing Needs and Homelessness Services, Caretaking, Green Spaces, Compliance Team, ASB and Localities Team, Community Safety and Resident Hub.
- Primary external contacts include; Health including Community Mental Health Services, Registered Providers operating in Hillingdon, LFB, MPs and voluntary sector providers.
- Foster and lead collaborative relationships across local and cross-borough networks and partnerships to champion and co-develop strategic and place-based initiatives. Promote and facilitate the delivery of growth programmes

and neighbourhood plans that align with and advance the ambitions of the Borough, ensuring inclusive, sustainable outcomes for communities.

- Initiate and influence relationships with and between key stakeholders - Members, Heads of Service, Assistant Directors, Directors, Corporate Management Team and Partners.
- Engage regularly with key members of the Senior Management Team in Resident Services and across the Council.

## **8. Additional Responsibilities**

- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues across Resident Services
- Ensure Tenancy Sustainment, Neighbourhood and Traveller site support is a specialist within Residents and Neighbourhoods and across the council in relation to the existence, availability and access to services which support vulnerable residents.
- To manage a varied and heavy workload in an environment of constantly shifting priorities, including complex legislative changes, operational and financial demands.
- Contribute to a range of interagency, regional and national forums to positively influence efficiency, service delivery approaches and practice for the benefit of residents.
- Deputise for the Head of Residents and Neighbourhoods as required.
- Contribute to the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- Contribute to and participate in out of hours and emergency response rotas for the Council, as required.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. Key Performance Indicators**

- Deliver the agreed Personal Appraisal Goals.
- Deliver and develop agreed team plan targets.

- Contribute to the delivery of the Tenant Satisfaction Measures (TSMs).
- To write, agree, deliver KPIs as part of the assigned work programme, monitoring non-performance and outlining actions for improvement.
- Contribute to good performance on relevant performance indicators both local and statutory.
- The post holder is responsible for the KPI's relating to the service performance, the effectiveness and efficiency of delivery, and to support all other KPIs as identified jointly between the position holder and line manager.

**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 Manager

This person specification will be used for recruitment to the **Neighbourhood Manager** vacancy 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 ✓
Educated to degree-level or equivalent in a relevant subject, or equivalent by experience.	✓	
Chartered Institute of Housing professional qualification at level 4 or willingness to work towards this qualification.	✓	
Hold an appropriate management qualification commensurate with the role or be working towards / willing to obtain a management qualification. Or relevant equivalent management experience.	✓	
Project Management or Change Management Qualification (PRINCE2, APM, APMG, other appropriate accreditation). Or be willing to work towards this qualification.		✓
Evidence of continuous professional development.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly including out of hours and to attend meetings as and when required.	✓	

Contribute to and participate in out of hours and emergency response rotas for the Council, as required.	✓	
Full driving licence and use of a vehicle at all times.	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience of providing effective leadership, development, and motivation of staff to work effectively in a strength and asset-based way.	✓	
Proven track record of successfully managing tenancy and neighbourhood related services in a social housing setting at a senior level.	✓	
Extensive experience of managing the risks associated with tenancy failure in a social housing setting.	✓	
Extensive experience of working across teams and services to secure effective services which meet the needs of residents.	✓	
Significant experience in preparation, management and control of budgets.	✓	
Experience of managing and improving empty property management processes.	✓	
Experiencing of using housing management systems and working with IT / systems experts to enhance and configure functionality.	✓	
Proven ability and significant experience of leading teams, (including partnership and joint working arrangements) to achieve service objectives and improvements.	✓	
Experience of achieving positive outcomes with challenging tenants.	✓	
Effective leadership skills and the ability to establish credibility and influence and form positive relationships with staff, partners and colleagues in order to gain commitment.	✓	
Excellent and proven project management and problem solving skills including the ability to manage service-wide change projects and carry them through to a successful outcome.	✓	
Experience of designing and delivering community engagement projects for tenants and leaseholders.	✓	
Demonstrable experience of successfully managing complex cases related to domestic abuse, hoarding, mental health, drug and alcohol to a successful conclusion.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
In depth knowledge and understanding of legislation, regulation and good practice in relation	✓	

to tenancy sustainment, neighbourhood and traveller site services.		
Good knowledge of presenting fire safety risks across a range of property types and the ability to develop mitigation strategies.	✓	
Knowledge of relevant legislation and good practice associated with responding appropriately to breaches of tenancy associated with Domestic Abuse.	✓	
Understanding of risk assessing victims of Domestic Abuse using the DASH Framework. Or willingness to attend training to gain the experience.	✓	
Strong project and programme management capabilities.		✓
High credibility with the ability to influence and persuade in both internal and external forums.	✓	
Excellent communication skills along with the ability to network and form effective working relationships for the benefit of residents.	✓	
The knowledge and ability to oversee the preparation of unaided formal Notices (NOSP / NPP /NTQ /NOE), proportionality assessments and witness statements in line with pre-court protocol and in a compliant manner.	✓	
Ability to work in partnership to implement service-wide change while maintaining staff cohesion and operational delivery standards.	✓	
Ability to provide leadership to the service area, empower and motivate staff to ensure optimum delivery of services.	✓	
Excellent eye for detail and skilled in the interpretation of management information to report accurately and target performance improvements.	✓	
Sound understanding of the social housing regulatory framework.	✓	
Ability to challenge the 'status quo', seek and deliver continuous improvement and service development.	✓	
Ability to write reports and present reports to different audiences, such as Members, Senior Management Team, and Partners etc.	✓	
Analytical skills to be able to interpret data accurately.	✓	
Ability to use Microsoft applications proficiently such as Word, PowerPoint, Excel, Outlook etc.	✓	
Innovative, with the ability to make recommendations for improvements to ensure the highest standards are achieved at all times.	✓	

<p>Able to review and update current policies, procedures, and staffing arrangements to ensure services remain adaptable to changing priorities and align with best practices in the housing sector. Implement necessary changes to achieve these goals.</p>	<p>✓</p>	
--	----------	--

## **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.