

Job Title: Neighbourhood Housing Officer	Location: Liverpool, Sefton, Wirral	Team: Housing & Growth
Reports to: Housing Manager - Neighbourhoods	Responsible for: N/A	Scale: PH03 £33,986 Plus ECA 35 hours
Job Purpose: To deliver a first-class customer focused housing service in our neighbourhoods. Work collaboratively to ensure our landlord obligations are met and we deliver our neighbourhood plan objectives.		
Accountabilities	Skills/Experience	
<p>Customers</p> <ul style="list-style-type: none"> • Be the key contact for customers, making Prima visible within our neighbourhoods. • Respond to customer enquiries where a face-to-face visit is needed. • Undertake support activities to customers so they can sustain their tenancies and ensure properties are kept in good condition, liaising with others when referrals or intervention are needed. • Ensure all customer contacts are recorded and dealt with, customers views are listened to and resident involvement is encouraged, using this insight make recommendations for improvement. <p>Tenancy</p> <ul style="list-style-type: none"> • Deliver a comprehensive housing management service. • Let our homes to minimise rent loss and re-let costs and improve neighbourhood sustainability. • Working with tenants to provide tenancy support and enable them to sustain their tenancies. • Contribute to maintaining and improving the appearance of our neighbourhoods, carrying out enforcement actions where needed. • Respond to and deal with reports of nuisance and ASB, to prevent escalation and ensure appropriate resolutions. • Monitoring Service Charge contractor performance, including: , consulting with residents ,dealing with poor performance and assisting with the tendering process. • Support other colleagues delivering customer facing services such as Income Officers, Customer Services Assistants, Surveyors, Scheme Managers and Cleaners as needed. <p>Neighbourhoods</p> <ul style="list-style-type: none"> • Develop local neighbourhood knowledge to inform the development of Neighbourhood Plans, which respond to the opportunities and challenges in our neighbourhoods. • Deliver Neighbourhood Plans and neighbourhood management actions, monitoring the impact of our work. • Build local effective partnerships to improve services, training and work opportunities for tenants and identify development or service opportunities for Prima. • Collaborate with compliance colleagues to manage any risks within the neighbourhood, to deliver safe and sustainable homes and neighbourhoods. • Collaborate with the Community Cohesion Officer on projects relating to the neighbourhood. 	<ul style="list-style-type: none"> • Experience working in a Housing Officer role or experience of delivering housing management services in a registered provider (RP), not for profit or public-sector organisation. • Good working knowledge of processes relating to different housing tenure types. • Good knowledge of housing regulations/ law and associated practices. • Experience of delivering face to face customer service with the ability to have honest conversations with customers. • Experience of developing partnership working with support agencies, local authorities and community groups. • Good understanding of the social, economic and political context in the neighbourhoods in which we operate. • Good understanding of welfare reform. • Experience of using ICT systems - , Customer Relationship Management systems and Microsoft office software. 	
<ul style="list-style-type: none"> • To undertake any other duties to achieve personal, team and organisational objectives. • 	Qualifications <ul style="list-style-type: none"> • Educated to GCSE level or equivalent • Relevant professional qualification or recognised degree is desirable 	

Competencies	Attitude	Other
<ul style="list-style-type: none"> • Organised • Analytical problem solving • Adaptable • Customer Focus • Communication • Relationship building • Influencing 	<ul style="list-style-type: none"> • Positive attitude to customers. • Demonstrates drive and resilience. • Self-starting and self-motivated. • Does what it takes to get the right outcome. • Confident • Curious • Supportive 	<ul style="list-style-type: none"> • Full driving licence and use of a car for work is essential • Mobile working required • Occasional working outside usual office hours • To provide out of hours emergency support for the where required • Undertake Health and safety and compliance duties as required

Values - all roles are expected to role model Prima Group's core values

 <p>People</p> <p>Putting customers and communities first</p>	 <p>Pride</p> <p>Being proud of what we do and striving to be better</p>	 <p>Partners</p> <p>Respecting others, working together and building partnerships</p>	 <p>Pioneers</p> <p>Being creative, embracing change and learning from experience</p>
---	--	---	---

Date Reviewed: 22.04.2024