



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Neighbourhood Officer
<b>LOCATION:</b>	Newlon House, Hale Village
<b>SALARY:</b>	£33,675 per annum plus eligibility for performance related bonus
<b>REPORTING TO:</b>	Head of Estates and STIR

## A MAIN OBJECTIVES

Working in partnership with our concierge/facilities provider to take responsibility for standard of estate services and the quality of the environment across Newlon's portfolio.

The post-holder will be expected to work some early mornings, evenings and weekends in order to meet customers and check services and the environment.

Newlon Gold is our programme of service change and improvement based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers if they encounter service failure. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

## B SPECIFIC TASKS AND RESPONSIBILITIES

<b>Key Tasks and Responsibilities</b>		<b>Performance Standards</b>
1.	To support the effective working of the Housing Services Department	<ul style="list-style-type: none"><li>• All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection and the Environment</li><li>• We expect active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services</li><li>• The support of all staff will be needed on an occasional basis for volume activities such as handovers, resident involvement activities, sign-ups, response to emergencies, response to mail-outs and phone answering</li></ul>

<b>Key Tasks and Responsibilities</b>		<b>Performance Standards</b>
2.	To demonstrate the Newlon Gold values of customer focus, service excellence and efficiency in all aspects of the role	<ul style="list-style-type: none"> <li>• Always responding to service requests</li> <li>• Being clear to customers and others about what we do</li> <li>• Checking we got our work right</li> <li>• Consistency, reliability and speed in service delivery</li> <li>• Standards for service met</li> </ul>
3.	To ensure that contracts for services, including the concierge/facilities service, and utilities are properly monitored, delivered and paid for	<ul style="list-style-type: none"> <li>• Regular inspections conducted and any failings in standards followed up</li> <li>• Works verified</li> <li>• Estate improvements identified from inspections and resident meetings</li> <li>• Recurring issues and patterns of problems identified</li> <li>• Solutions to problems developed with Property Services colleagues and fed into cyclical programmes</li> <li>• Invoices verified and processed in a timely way and in accordance with procedures</li> </ul>
4.	<p>To be the first point of contact for Resident and Tenancy Associations.</p> <p>Deal with more complicated customer queries about estate services both individually and collectively including attending meetings and following up formally in writing.</p> <p>To assist the Service Centre in the delivery of a comprehensive service resolving customer enquiries whichever channel they come through as per customer demand or as directed by the Estates Services Team Leader.</p> <p>To aim to solve all queries at first point of contact.</p>	<ul style="list-style-type: none"> <li>• Representation of Newlon at resident meetings</li> <li>• Resident involvement encouraged by good communication skills and attendance at meetings</li> <li>• Ownership taken of resolution of residents' queries</li> <li>• High quality feedback to residents provided in person and in writing</li> <li>• Actions from resident meetings recorded, tracked and followed through</li> <li>• Enforcement of minor tenancy breaches and escalation as appropriate to Enforcement team</li> <li>• Scripts, procedures and workflows followed to ensure most queries are handled effectively</li> <li>• All services delivered in line with policy, procedure and Newlon Gold principles</li> <li>• Monitoring, logging, recording and filing systems used to deliver a quick reliable and consistent service</li> </ul>

		<ul style="list-style-type: none"> <li>• Feedback on performance improvements required are acted on quickly</li> <li>• Awareness of performance indicators, how they improve service delivery and officer's role in achieving the indicators</li> <li>• Customer satisfaction monitored and steps taken to improve it</li> </ul>
5.	To provide support at handover.	<ul style="list-style-type: none"> <li>• Support and attendance provided according to the plans set out by the Housing Projects Manager</li> </ul>
<p>No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.</p>		