

Neighbourhood Housing Officer

Team	Neighbourhoods
Salary	£30,559-£32,654 per annum (pro rata)
You will report to:	Neighbourhood Housing Manager
You will manage:	N/A

The Neighbourhood Housing Officer will use a range of strategies and tools to successfully provide a customer-focused housing management service which will meet the aims and objectives of Stockport Homes and achieve our mission to transform lives.

The Neighbourhood Housing Officer will be responsible for minimising letting times and reducing rent losses, while effectively managing estates and tenancies, ensuring compliance with tenancy conditions. Their role includes conducting regular inspections of estates and blocks, taking appropriate actions to maintain a safe and well-kept environment. Additionally, they will complete routine tenancy visits to identify and address any support needs, verify that property conditions are satisfactory and free from damp, mould, and condensation, and address issues such as tenancy fraud and under-occupation.

Your responsibilities will include:

- ✓ Assisting with re-letting empty properties and garages to minimise rent loss.
- ✓ Carrying out regular H&S and Estate Inspections and working with customers, partners and contractors to address any issues proactively.
- ✓ Carrying out targeted tenancy visits identifying and addressing any areas for support.
- ✓ Investigating and taking appropriate legal action concerning abandonments and subletting including attending evictions and arranging the clearance and security of properties.
- ✓ Providing advice on a range of policies and strategies, including dealing with complex situations, attending case conferences and preparing reports.
- ✓ Working closely with colleagues to respond to issues, especially the Safer Neighbourhoods, Greenspace and Caretaking teams.
- ✓ Collaborating with partners to maximise resources and deliver shared outcomes.
- ✓ Taking responsibility for ensuring that young and vulnerable people are appropriately safeguarded.
- ✓ Undertaking estate walkabouts and estate clean-ups with customers.
- ✓ Working some evenings and weekends as and when required to attend customer events.
- ✓ Providing support and advice to customers impacted by the cost-of-living crisis.
- ✓ Identifying any signs of damp, mould and condensation , offering advice, support and reporting repairs as appropriate.
- ✓ Responding to Greenspace enquiries and ensuring work in the neighbourhoods are completed in line with the contract.
- ✓ Taking legal action as appropriate to deal with a variety of tenancy breaches, attending court and giving evidence when required.
- ✓ Acting as the “eyes and ears” on the frontline and pro-actively reporting any Safeguarding concerns correctly.

Neighbourhood Housing Officer



About you:

- ✓ Experience working in a customer-focused environment, ideally in housing, on the front line.
- ✓ A valid current driving licence and access to a car is essential for this role.
- ✓ The ability to carry-out thorough and systematic investigations to respond to complex cases.
- ✓ The ability to apply all the legislative tools available, including policies and procedures, to tackle a variety of tenancy and estate management issues.
- ✓ Resilience and the ability to work under pressure, meet deadlines and use your own initiative.
- ✓ Strong interpersonal skills and the ability to build effective relationships with a variety of agencies and partners.
- ✓ Be prepared to work some evening and weekends as an when required.
- ✓ The ability to multi-task and deal with a wide variety of issues and be able to make decisions confidently and with minimal need to escalate.
- ✓ Excellent communication skills, both verbal and written.
- ✓ A strong ability to use a wide range of IT packages.
- ✓ Methodical and conscientious with great attention to detail.
- ✓ The ability to prioritise, keep focus, take ownership and responsibility.
- ✓ Good organisational skills and the ability to work under pressure to meet deadlines.
- ✓ Passionate about delivering excellent services.
- ✓ Having good problem-solving skills, taking a pragmatic approach to resolving complex issues.

What we offer:

<p>Pension</p> <p>Access to the generous benefits the GMPF scheme offers, including life cover.</p>	<p>Annual Leave</p> <p>26 days, increasing to 28 days after 5 years' service.</p>	<p>Health Cash Plan</p> <p>Claim back a proportion of your everyday healthcare and medical expenses.</p>
<p>Retail Discounts</p> <p>Access to discounts providing savings on food and shopping.</p>	<p>Flexible Working</p> <p>Flexible/Hybrid working, to ensure a healthy work life balance.</p>	<p>Work Pattern</p> <p>Part Time 18.5 Hours</p>

Core Values

<p>Ambition</p> <p>We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.</p>	<p>Social Responsibility</p> <p>We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.</p>	<p>Passion</p> <p>We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.</p>	<p>Innovation</p> <p>We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations& delivering fresh & exciting things.</p>	<p>Respect</p> <p>We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.</p>	<p>Excellence</p> <p>We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.</p>
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