

Job Description

Job Title:	Neighbourhood Housing Officer
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£33,233
Responsible to:	Neighbourhood Team Leader
Responsible for:	N/A

PURPOSE OF THE POST

As a Neighbourhood Housing Officer, you will be responsible for delivering a wide range of housing management services in all aspects of the tenant and landlord relationship.

In managing your “patch” of housing stock you will be a key contact in the delivery of tenancy management. You will act as an ambassador for Torus, building positive relationships and working collaboratively with other teams, external agencies and residents ensuring that Torus Neighbourhoods are clean, safe, and well managed, whilst delivering a programme of estate inspections, identifying improvements, and investigating breaches of tenancy.

You will be responsible for meeting all key performance targets and deliver a service against Torus’s corporate objectives.

KEY RESPONSIBILITIES

Operational

1. To be responsible for property and tenancy management within your property portfolio and provide advice and information to tenants, residents, and others on all aspects of tenancy and estate management.
2. Carry out tenancy management functions such as dealing with abandoned dwellings, relationship breakdowns, assignments, absence from home, unauthorised occupation including subletting and tenancy fraud and dealing with failures to allow access.
3. To undertake a range of visits including accompanied viewings, tenancy audits, exchange inspections, new tenancy visits, starter tenancy reviews and attending evictions.
4. To monitor and use neighbourhood data to direct resources to areas presenting the greatest business risk.
5. To discharge all legal, regulatory and insurance duties on behalf of the company regarding your property portfolio



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6. To establish and maintain good working relationships with key external partners, elected members and agencies and represent Torus at meetings where appropriate, including outside of normal working hours.
7. Undertake an assessment of need for tenants who have been deemed at low to medium risk of tenancy failure within your case load and implement positive interventions or signpost to external support agencies as appropriate.
8. Manage a case load to promote independent living and sustainment of tenancies ensuring cases are closed where appropriate.
9. Take responsibility for the holistic approach to tenancy sustainment within your case load in relation to issues such as needs assessment, reduction of risks, maximising income and ensuring tenancy conditions are met.
10. To be responsible for the active management of a case load of anti-social behaviour & other tenancy breach cases
11. To triage all ASB and hate crime cases in line with company service standards.
12. To oversee the neighbourhood and proactively address any issues that would affect demand and costs, liaising with Safer Estates Enforcement Officers, Tenant Involvement Team, and Support Network as appropriate.
13. To assist in the design of solutions and neighbourhood consultation to create more attractive and vibrant areas to live including estate-based improvements via Green Space or Assets based schemes; property or estate redesign; future best use for property types and location.
14. To liaise with the appropriate Tenancy Sustain Officers to ensure the sustainment of tenancies, to ensure compliance with tenancy agreements and to protect demand and reduce costs
15. To liaise with Income Teams to maximise income for the company.
16. To prepare and serve Notices for breaches of tenancy conditions where appropriate.
17. To liaise with the Development Team and Assets to complement their work to improve neighbourhoods, identifying issues at an early stage.
18. To liaise with the Safer Estates Team Leader and Enforcement Officers regarding ASB cases that require escalation.
19. To promote tenant and resident engagement in service delivery and decision making within Torus.
20. To maintain or improve tenant/resident satisfaction through excellent case management, clear communication, and effective & proportionate actions.
21. To develop and maintain an adequate level of knowledge of legislation, policy, and practice in all job functions and to actively participate in identifying own training/development needs and to co-operate in any training and development offered by Torus.

Performance

22. Take responsibility for your own continuous professional development including keeping up to date with legislative changes and best practice regarding welfare benefits.
23. Actively manage own performance utilising the performance framework and data.
24. To be responsible for the performance, management, monitoring and reporting of performance of your property portfolio
25. To contribute to agreed key result areas and individual targets.



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Stakeholder/Relationship Management

- 26. Participate in multi-agency meetings, working groups and other meetings to deliver required outcomes.
- 27. To build relationships of trust and respect with external agencies to promote the brand reputation of Torus.
- 28. Collaborate with partner agencies to promote independent living and provide appropriate support and interventions.
- 29. To work collaboratively with team members and other service areas to remove duplication and maximise efficiency to achieve business objectives.
- 30. To attend Tenants' and Residents' Association meetings and other public meetings providing information, advice, and support on tenant involvement opportunities.

Compliance and Risk

- 31. To have a knowledge and understanding of the company's business policies and work to them at all times. Have an awareness of, and comply with, General Data Protection Regulations.
- 32. To promote safety and protection of vulnerable adults by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authorities and Torus Safeguarding Policies

Value for Money (VFM)

- 33. Understand what drives cost and performance within the group and have a clear focus on the achievement of improved value for money and efficiency.

Health and Safety

- 34. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

- 35. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Safeguarding

- 36. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies

Person Specification

Job Title: Neighbourhood Housing Officer

Employer: Torus

Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
1.Appropriate professional qualification Professional Qualification or equivalent GCSE English and Maths or to an equivalent Level 3 CIH or willingness to work towards	D E E	AF/C AF/C AF/C
2.Experience and Track Record Experience of managing housing stock or delivering a service to clients Knowledge of housing legislation and ability to research knowledge.	E E	AF/I AF/I
3.Managing Change Flexible in outlook and able to change direction at short notice. Anticipates reactions to change and new interventions and suggests appropriate responses. The ability to negotiate with and influence partners and stakeholders to gain shared business aims. Ability to manage professional relationships with tenants including challenging non-compliance and low to medium support needs. Ability to keep accurate up to date records and produce timely reports. Experience of managing nuisance and ASB cases The ability to use business data to improve, monitor, report performance and find solutions. Be a self-starter with the ability to manage your time/priorities and risks of lone working. Knowledge of the economic, social and environmental context of your property portfolio	E E D E E D E E E	AF/I AF/I AF/I AF AF/I AF/I AF/I AF/I

Person Specification

Understanding and acute awareness of the risks to the business and tenants due to the above context.	E	AF AF/I
4. Leadership and Vision Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation. Motivated to achieve outcomes for tenants and the business. Passion to help people access opportunities to help both them and the business. The confidence to make decisions and back them up with reasoning. The motivation, understanding of the need and the ability to make efficiencies. A commitment to equality and diversity Strong sense of integrity Have self-confidence and be able to work independently. Flexible, embraces change, creative and innovative. Self-aware and ensures own behaviour and attitude impacts positively on others. Risk aware, considering the reputation of the company. Committed to own development and learning. To have a flexible approach to working hours including evenings and some weekends.	E D D E E E E D E E E E E	AF/I AF AF/I I AF/I AF/I AF/I I AF/I AF AF
5. Interpersonal Persuasion and Influencing Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement. Passionate, committed and self-motivated to inspire others to change.	E E	AF/I AF/I



Person Specification

6.Communication Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect. Competent user of the digital/social media channels and their role in communication and driving business success.	E	AF/I
	E	AF/I
7.Financial & Risk Management Experience of ensuring robust and compliant operations in line with financial compliance. Evidence of a balanced approach to risk management, taking account of business need and providing advice and direction based on sound judgement.	E	AF/I
	E	AF/I

Key:

AF = Application form

C = Certificate

I = Interview

T = Test



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