

Estate Officer - Neighbourhoods

Level:	Grade 6
Team:	Estates and Communities
Line Manager:	Tenancy Management Officer

About the Job

- Manage communities and tenancies to create sustainable communities in neighbourhoods where people want to live and stay, taking a holistic approach to tenancy management and supporting our customers to maintain sustainable tenancies.
- Take appropriate action where tenancy breaches are identified, offering relevant support and delivering excellent customer service while ensuring compliance with legal and regulatory requirements.
- Create a high quality and well-maintained environment.
- Support the delivery of the allocations, voids and new tenancy management service as needed by the Homesearch team.
- Promote the service in line with the Team Plan and Customer Charter Standards, acting as a visible and approachable landlord figure for customers and partners within the area.

You'll be trusted to

- Effectively manage and monitor ongoing caseloads to ensure compliance with policies and procedures, keeping relevant stakeholders informed throughout the case management process.
- Contribute to the development of estate-based profiles, pro-actively identify solutions and deliver outcomes.
- Contribute to continuously improve levels of customer satisfaction.
- Respond to emergency situations in line with service continuity plan.
- Ensure that all work is compliant with Vico Home's approach to equal opportunities, data protection, human rights and confidentiality.
- Work in partnership and promote effective working arrangements with key stakeholders.
- Prepare written reports to the management team.
- Undertake effective communication throughout all levels of the organisation and to positively promote the work of Vico Homes and deliver a full partnership approach in the management of individual cases and our communities
- Promote health and safety awareness and address any concerns to ensure a safe working environment, in line with health and safety policy and procedures at all times.
- Maintain ownership of issues using the case worker principle by utilising the resources of all key partners.
- Be involved in identifying the needs of customers and making referrals to appropriate agencies.
- Ensure agreed performance management targets are achieved within the area of responsibility.
- Undertake scheduled visits in line with agreed performance standards and timescales.

- Take a proactive approach in dealing with planned, cyclical, environmental, and tenancy management issues, keeping customers and partners informed of progress.
- Work closely with team members to create high quality environmental standards and deal with low level tenancy breaches providing support to team members where further action is identified.
- Provide guidance and support to tenants who require Vico Homes decant services.
- Serve statutory notices and legal documents when necessary.
- Work with the appropriate specialist officers to provide support and help customers as appropriate.
- Make courtesy calls and visits to all customers within a designated area.
- Work in a flexible manner that maximises the visible presence of officers in our communities.
- Take the lead in identifying and dealing with grounds maintenance and environmental conditions taking appropriate action where necessary, undertake quality assurance measures in relation to environmental, caretaking and cleaning standards and take appropriate action where necessary.
- Make sure repairs and improvements to properties are carried out to a satisfactory standard and where problems result, take appropriate action.
- Monitor condition of properties and where defects are identified take appropriate action.
- Act as our customer's representative in relation to customer enquiries and take appropriate action.
- Provide cover and support when necessary for other services areas.
- Help in the reduction of crime and the fear of crime by developing links with the tenancy support team, police and other enforcement agencies and make recommendations to the tenancy management officer on how to resolve the issue.
- Maintain effective working relationships with internal services and external organisations.
- Deal appropriately with all complaints and representations, in line with the organisation's complaints procedure.
- Contribute to new policy initiatives as required.
- Be aware of national, regional and local developments in relation to housing, identify and make recommendations to the management team in respect of service improvements, participate in multi-agency meetings, promote sustainable communities.
- Be aware of individuals circumstances and make referrals where necessary to internal and external support services.
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

Who you'll work with:

Internal: All Vico Homes colleagues

External: All external stakeholders

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 2 of the Regulated Qualifications Framework, such as GCSEs (three A – C/9 – 4), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Ability to solve complex problems to achieve a positive outcome	✓		AF/I
Ability to deliver high levels of performance to meet the agreed targets, standards and deadlines in a performance oriented culture	✓		AF/I
Excellent time management and organisational skills	✓		AF/I
Decisive analytical and interpretation skills	✓		AF/I
Self-motivated with the ability to work in pressurised situations	✓		AF/I
Relevant and significant housing experience	✓		AF/I
An understanding of the issues affecting individual Vico Homes customers and the wider community	✓		AF/I
Strong and effective verbal and written communication skills	✓		AF/I
Able to demonstrate an understanding of equal opportunities in service delivery	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
An understanding of performance management and how these impacts on service delivery	✓		AF/I
An understanding of and the ability to apply the appropriate legislation, policies and procedures	✓		AF/I
ICT literate with the ability to use a variety of PC applications and software packages	✓		AF/I
Evidence of a customer focused approach to service users	✓		AF/I
Evidence of excellent interpersonal, communication and negotiation skills with stakeholders and managers	✓		AF/I
Evidence of effective working within a multi-disciplinary team	✓		AF/I
Valid UK driving licence with daily access to a vehicle in order to travel throughout the Vico Homes operating area as required by the business.	✓		AF/CQ
The post holder may be required to work outside normal office hours.	✓		I
Ability and willingness to undertake out of hours monitoring and visits as and when required	✓		I
Relevant professional qualification or undertaking studies to obtain this		✓	AF/CQ
Evidence of achieving performance targets		✓	AF/I
An understanding of Vico Homes's Customer Charter		✓	AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification