

## Job Description

<b>Job Title:</b> Resident Services (Housing Liaison) Team Leader	<b>Service Area:</b> Housing
<b>Division/Section:</b> Inclusive Economy & Housing	<b>Post Number:</b> <b>JE:</b>
<b>Grade:</b> PO3	<b>Date last updated:</b> N/A

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

## **Overall Purpose of Job**

1. To supervise a team of Housing Liaison Officers and Resident Service Officers responsible for providing a comprehensive, high quality customer focused range of front-line housing management and landlord services to our residents, leaseholders and stakeholders. Specifically encouraging and supporting community engagement initiatives, ensuring residents are able to benefit from the peaceful enjoyment of a well cared for environment.
2. To manage the distribution of workloads and contribute to high levels of motivation and performance amongst the team.

3. To be responsible for the management of multi tenure and leasehold properties across the borough or one of four quadrants, ensuring the best interests of all customers, stakeholders, and the Local Authority are met.
4. To work towards delivering a top performance culture, where the customer voice is central.
5. Responsible for day to day management of the team, performance, Health, Safety and Wellbeing, absence management, service cover and weekly duty cover planning.
6. To take responsibility for managing first line escalation customer enquiries including some formal complaints.

### **Job Context**

1. The post holder reports to the Resident Services Manager(s).
2. The post holder will be required to work some evenings, weekends and occasional public holidays, in order to meet service requirements
3. The post holder has specific Health and Safety responsibilities in respect of their team and own behaviour and conduct and how that affects others and their team and place of work
4. The post holder has specific risk management responsibilities in respect of the team on which they supervise.

### **Key Tasks and Accountabilities**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time:

### ***Operational Management***

1. Demonstrate a customer focused attitude and a “can do” approach to customers
2. Manage and motivate employees within the team, ensuring that they are trained in the performance of their duties and apprised of their performance; organise, supervise and monitor their performance, thereby ensuring the provision of efficient, effective and high quality customer service.
3. Conduct regular 1-1s annual appraisals and individual training plans with the team to ensure staff are aware of their objectives and targets and that their performance against these targets is managed and action is taken where targets and objectives are not met.
4. Ensure sufficient staff are on duty to ensure that services are maintained throughout opening hours. Ensure adequate phone cover at all times; work with other managers to meet required attendance and consistently achieve the agreed service level.

5. Ensure that all matters of discipline, poor performance and capability are dealt with in a timely fashion and in accordance with LBN Policy and Procedures.
6. Work closely with colleagues and other teams across LBN to increase knowledge and understanding of their procedures and customer requirements to enhance delivery of services to customers and stakeholders.
7. Attend meetings and produce reports and provide cover arrangements as and when required.
8. Encourage a culture in which equality issues can be talked about openly and where discriminatory practice and behaviour is challenged.
9. Carry out periodic H&S checks and workstation risk assessments.
10. Work within the guidelines of Health and Safety policies and procedures, taking responsibility for your own health and safety, that of your direct reports, work colleagues and visitors.
11. Provide cover for Housing Service Team Leader(s) and Resident Services Manager(s) as and when required.

### ***Neighbourhood and Tenancy Management***

1. Proactively identify breaches of the terms and conditions of the tenancy agreement/Leases and take prompt effective action to resolve issues.
2. To deal promptly with all requests from the maintenance teams for access to properties for gas servicing in accordance with the procedure.
3. Process successions, assignments, terminations and sign up new tenants in liaison with the Void Monitoring and Allocations Teams.
4. Action and administrate Notices to Quit, tenancy termination, abandonment of properties and unauthorised occupancy promptly.
5. Manage and monitor tenancies, update tenancy records and identify / action breaches of tenancy and leasehold agreements.
6. Ensure all referrals to Independent Living and Safeguarding issues raised are recorded actioned.
7. Ensure estate surgeries and estate inspections take place and appropriate staff attend.
8. To attend and lead where necessary on community engagement activities including estate walkabouts, in consultation with the Resident Involvement Team members and other relevant Team Leaders.

### ***Anti Social Behaviour***

1. Proactively identify all forms of anti social behaviour and take prompt and effective action to resolve complaints working collaboratively with ASB team and Neighbourhood Enforcement Team.
2. Liaise regularly with other team leaders, keeping them informed of progress in cases.
3. Ensure RSO/HLO maintain regular contact with complainants and all agencies, e.g. police, social services, mental health teams involved until the case is resolved.
4. Ensure RSO/HLO maintain accurate and detailed case records for potential legal action.
5. Work with residents, outside agencies and council staff to develop initiatives to reduce all forms of anti social behaviour.
6. Identify hotspots and deploy strategies to effectively reduce ASB in conjunction ASB and Enforcement Teams with the police and partners.
7. To collate evidence in order to instigate legal proceedings following breach of tenancy in line with procedures.
8. To attend court to present evidence.

### **GENERAL**

1. To manage the Tenancy Audit programme-ensuring prompt follow up action.
2. To work with residents, resident groups and other agencies on a regular basis to improve the environment and ensure the estates are safer and cleaner.
3. To effectively manage liaise with internal teams and external agencies to ensure vulnerable clients obtain the appropriate level of support in order to sustain tenancies; to ensure availability of documents/leaflets in other languages and large print and other aids for vulnerable persons as required.
4. To develop and maintain a working knowledge of relevant legislation and the housing service.
5. To ensure that all work is completed within deadlines and maintained accurately using manual and electronic based systems.
6. To create, maintain and provide evidence of performance as required across spectrum of duties.
7. To ensure attendance at Housing re-possession, attending personally where necessary, to monitor compliance with policy and procedure.

8. To prepare cases for legal proceedings and to ensure cases are dealt with promptly.
9. To liaise with Legal Services on complex cases, providing instructions, witness statements, evidence as required, ensuring cost implications are taken into consideration.
10. To liaise/communicate with other services internal or external in all forms to provide a seamless service to customers. To include compiling and presenting reports for senior managers.
11. To undertake interviews and home visits and attend resident meetings as required, some of which would be outside normal office hours.
12. To ensure staff attend estate surgeries and meetings as required, and to ensure these are reviewed and monitored regularly.
13. To undertake specific projects as required by the Resident Services Manager(s).
14. To promote and adhere to LBN's policies on diversity in all respects by delivering, upholding and encouraging the highest standards of behaviour.
15. To promote and adhere to all LBN's policies and procedures including health and safety for staff and customers.
16. To undertake other duties and responsibilities of a similar nature which reflect the level of those described above that may be required. The post holder may be required to undertake duties at this level elsewhere within the service.
17. To advise and guide staff to ensure a satisfactory resolution of complex cases and where necessary interview residents, the general public in their homes, at the office, on site or in open meetings as appropriate.
18. To generally promote the service and its significance in delivering housing's objectives and policies. To produce, 'good news' for internal and external publication wherever possible.
19. Provide support to colleagues where applicable in relation to the service requirements.
20. Work collaboratively with colleagues and be able to respond flexibly and in an agile manner to ensure the service meets changes in demand.
21. Maintain excellent customer service in all areas of work and ensure all correspondence is presented in a professional manner.
22. Be tactful and have respect for the need for confidentiality in relation to personal, confidential and sensitive issues to all parties concerned.

23. Keep up to date and comply with corporate and directorate policies and procedures and to attend and contribute to one to one supervision and appraisal sessions with direct line manager.
24. Undertake mandatory and other relevant training as required, including own personal development and ensure that health and safety policies and procedures are followed at all times.
25. Carry out any other duties that are commensurate with this post as may be required.

<b>Person Specification</b>	
<b>Job Title:</b> Resident Services Team Leader	<b>Service Area:</b> Housing
<b>Division/Section:</b> Inclusive Economy & Housing	<b>Job Number:</b>
<b>Grade:</b> PO3	<b>Date last updated:</b> N/A

**IMPORTANT INFORMATION FOR APPLICANTS**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

<b>CRITERIA</b>	<b>METHOD OF ASSESSMENT</b>
<b>EQUALITY AND DIVERSITY</b>	
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	

<b>KNOWLEDGE:</b>	
Proven experience of managing and motivating a high performing team.	Application Form/ Interview
Knowledge of relevant Housing Law and experience of practical application of legislation and good practice.	Application Form/ Interview
Knowledge and practical experience of dealing with tenancy and leasehold breaches.	Application Form/ Interview
Knowledge of current issues in housing, including housing and estate management and tenancy sustainability.	Application Form/ Interview
A good understanding of the use of technology for the delivery of modern and streamlined services and processes.	Application Form/ Interview

<p>Knowledge of multiple housing tenures, including, leaseholder, temporary housing, secure, fixed term and introductory tenancies.</p> <p><b>QUALIFICATIONS:</b></p> <p>Relevant degree and/or professional qualification, or relevant work experience of at least 3 years.</p>	<p>Application Form/ Interview</p> <p>Application Form/ Interview</p>
<p><b>EXPERIENCE:</b></p> <p>Experience of managing dispersed teams successfully against a range of key performance indicators.</p> <p>Experience of working in a large, complex organisation.</p> <p>A track record of successful partnership working.</p> <p>Experience of using technology and/or digital platforms to communicate with residents, provide services online and increase involvement.</p> <p>Is able to manage and identify risk demonstrating how the risk is to be mitigated.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/ Interview</p> <p>Application Form/Interview</p> <p>Application Form/ Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>Exceptional interpersonal, influencing and relationship management skills and the ability to apply them towards building effective and productive working relationships with stakeholders at all levels, both internally and externally.</p> <p>Excellent communication skills, including presentation skills and written communication skills.</p> <p>Ability to communicate sensitively and effectively with a range of residents and stakeholders and impart information to residents successfully.</p> <p>Ability to organise own workload; to work under pressure, balancing competing demands whilst maintaining high quality output and achieving set deadlines and targets.</p> <p>Ability to adhere to and explain policy and legislation commensurate with the role.</p> <p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p>



<p>Ability to seize opportunities and use initiative to move things along in a positive way.</p> <p>Ability to make firm, rational and sound decisions about ideas and courses of action based on the consideration of all the facts and alternatives available within realistic timescales.</p> <p>Ability to make and implement difficult decisions, problem solve and deliver service improvements using own initiative and creativity.</p> <p>Ability to effectively communicate and negotiate with resident, partners and contractors, especially in difficult situations.</p> <p>Ability to assist in managing financial resources.</p>	<p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>A genuine commitment to providing an excellent housing service for resident and stakeholders.</p> <p>Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> <p>Champions London Borough of Newham's values.</p> <p>Flexible, creative and open to change.</p> <p>Recognises the need for continuous self-improvement and development, and is accountable for team and personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.</p> <p>Shows consideration, concern and respect for others and their opinions, is a good listener and displays empathy. Promotes equality of opportunity for all people as employees or customers.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Ability to travel and work outside of standard times.</p>	<p>Application Form/ Interview</p>