

Housing Services

Neighbourhood Area Lead Job Description and Person Specification

October 2025

Job Description

Job Title:	Neighbourhood Area Lead
Department:	Housing Services
Function:	Housing Management
Team:	Neighbourhood Services
Post number:	
Grade:	LBR12
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	West Housing Office, 152 Broadmead Road, Woodford Green, IG8 0AG
Reports to: <i>Job title</i>	Neighbourhood Housing Manager
Responsible for: <i>Job titles of direct reports</i>	<ul style="list-style-type: none"> • Senior Neighbourhood Officers • Neighbourhood Officers • Tenancy Sustainment Officers
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To lead and manage a team of neighbourhood housing staff delivering a high-quality, area-based housing service. The role serves a first line of defence in assuring that services are delivered in accordance with appropriate processes and policies.</p> <p>The role ensures effective patch-based case management, supports tenancy sustainment, and contributes to service improvement through close collaboration with Environmental Services and Central Housing functions. The role develops and oversees the delivery of area-based plans, working with relevant colleagues within housing, other departments within the local authority, and other relevant external stakeholders.</p>
Key external contacts: <i>Organisations</i>	<ul style="list-style-type: none"> • Tenants and Residents Associations • Local Councillors • External support agencies • Contractors and service providers
Key internal contacts: <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> • Neighbourhood Housing Manager • Insight & Excellence Team • Income & Enforcement • Central Housing Services • Asset Management • Environmental Services

<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<ul style="list-style-type: none"> • Monitors area-level budgets (e.g., tenancy sustainment, minor estate works, etc.) • Responsible for equipment and property within designated patches • Supports value for money through efficient local delivery <p><i>Contributory responsibility with delegated authority; reports financial risks and variances upward</i></p>
<p>Key areas for decision making:</p>	<ul style="list-style-type: none"> • Team supervision and support <ul style="list-style-type: none"> ○ Manages day-to-day supervision of Senior Neighbourhood Officers, Neighbourhood Officers, and Tenancy Sustainment Officers ○ Balances workloads and ensures patch coverage ○ Supports employees with complex cases before escalation • Area and patch-level case management oversight <ul style="list-style-type: none"> ○ Oversees tenancy sustainment, ASB, voids, and leasehold issues within their area ○ Makes decisions on early interventions, referrals, and patch-based service coordination • Complaint handling and service quality <ul style="list-style-type: none"> ○ Ensures complaints are responded to effectively and within timescales ○ Identifies recurring issues and proposes improvements to the Neighbourhood Housing Manager • Operational coordination <ul style="list-style-type: none"> ○ Works with caretaking teams, Central Services, and Asset Management to resolve local issues ○ Implements service improvements at area level as directed by the Neighbourhood Housing Manager
<p>Other considerations: <i>E.g. working patterns</i></p>	<p>This role is area-based, requiring regular travel across housing patches</p> <p>Flexible working hours may be needed, including occasional evenings or weekends for resident engagement or estate inspections</p> <p>May involve on-site presence in varied housing environments, including outdoor estate inspections and face-to-face resident interactions</p>

<p>Key accountabilities and result areas:</p>	<p>Key elements:</p>
<p>1. Team Supervision and Support</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Line manages Senior Neighbourhood Officers, Neighbourhood Officers, and Tenancy Sustainment Officers within a defined area • Balances workloads and ensures effective patch coverage • Provides day-to-day guidance and support, including on complex cases prior to escalation • Promotes a collaborative and accountable team culture

<p>2. Patch-Based Case Management</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Oversees delivery of tenancy management, voids, ASB, leasehold issues, and sustainment within assigned patches • Ensures officers maintain strong relationships with residents and caretakers (Chargehands) • Supports officers in managing mixed-tenure responsibilities, including leasehold and general needs • Coordinates patch-level interventions and referrals to internal/external services
<p>3. Complain Handling and Service Quality</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Ensures complaints are responded to effectively and within corporate timescales • Monitors recurring issues and proposes service improvements to the Neighbourhood Housing Manager • Promotes a customer-first approach and supports officers in resolving complex queries
<p>4. Operational Coordination</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Works closely with Environmental Services (Caretaking Teams), Central Housing Services, and Asset Management to resolve local issues • Implements service improvements at area level as directed by the Neighbourhood Housing Manager • Ensures local delivery aligns with borough-wide housing priorities
<p>5. Performance Monitoring and Reporting</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Monitors team performance against KPIs and service standards • Maintains accurate records of properties, residents, and incidents • Produces area-level reports to inform service planning and improvement
<p>6. Resident Engagement and Community Integration</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Supports officers in building strong relationships with residents and local stakeholders • Encourages tenant participation and feedback to improve services • Promotes transparency, consistency, and familiarity in the customer experience
<p>7. Staff Development and Succession Support</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Supports career progression through supervision and mentoring of Senior Neighbourhood Officers. • Encourages access to training and development opportunities. • Identifies leadership potential and contributes to succession planning within the team
<p>General accountabilities and responsibilities</p>	
<p>Green Statement</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. • Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> • Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.
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Person Specification

Job Title:	Neighbourhood Area Lead		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<p><i>Education/Qualifications:</i></p> <p>Relevant degree or diploma in housing management, property management, or a related field</p> <p>Or substantial experience in the field</p> <p>Certifications in housing or property management (e.g., CIH Level 5) are desirable</p>	A/I	3

Minimum experience/ knowledge/ skills:	Proven experience in housing management of at least 3-5 years, including direct work with tenants and leaseholders	A/I	3
	Experience supervising or mentoring staff in a housing or public service environment	A/I	3
	Knowledge of tenancy sustainment, anti-social behaviour (ASB), voids, and leasehold management	A/I	3
	Understanding of mixed-tenure housing environments and the challenges of patch-based service delivery	A/I	2
	Familiarity with housing legislation, regulatory frameworks (e.g. Consumer Standards), and local authority procedures	A/I	3
	Experience working collaboratively with internal teams (e.g. Environmental Services, Asset Management) and external partners	A/I	2
	Strong interpersonal skills with the ability to build rapport with residents, employees, and stakeholders	I	3
	Effective verbal and written communication skills, adaptable to varied audiences	A/I/T	3
	Ability to manage and prioritise workloads across a team, ensuring patch coverage and service continuity	I	3
	Skilled in resolving complaints and supporting staff with complex casework	I	3
	Confident in using housing management systems and maintaining accurate records	I	2
Capable of producing area-level reports and using data to inform decision-making	A/I/T	2	
Minimum competencies: Customer focus	<ul style="list-style-type: none"> • Demonstrates a commitment to high-quality, resident-led service delivery • Understands the importance of consistency, transparency, and familiarity in customer experience • Responds to resident concerns with empathy, professionalism, and accountability 	I	3
Communicating and influencing	<ul style="list-style-type: none"> • Communicates clearly and persuasively with residents, colleagues, and external partners • Tailors communication style to suit different audiences, including vulnerable residents • Supports staff in managing sensitive or complex issues, including complaints and ASB 	I/T	3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> • Builds strong working relationships with caretakers (Chargehands), internal teams, and external agencies • Encourages collaboration and shared problem-solving across service areas • Promotes a team culture of mutual respect, accountability, and support 	I	3

Respecting & implementing diversity	<ul style="list-style-type: none"> Promote inclusive practices that reflect the diverse needs of residents and staff Challenge discriminatory behaviour and ensure equality of opportunity in service delivery and employment. Embed diversity and inclusion into team culture, recruitment, and resident engagement 	A/I	2
Planning, organising & achieving results	<ul style="list-style-type: none"> Manages team resources effectively to ensure patch coverage and service continuity Prioritises workloads and coordinates patch-level interventions and referrals Delivers against service standards and contributes to local performance targets 	I/T	3
Embracing change	<ul style="list-style-type: none"> Adapts to evolving service priorities, policy changes, and resident needs Supports staff through organisational change and service improvement initiatives Demonstrates resilience and flexibility in a dynamic housing environment 	I	2
For those with managerial responsibility Leadership	<ul style="list-style-type: none"> Provides clear direction and day-to-day supervision to frontline staff Promotes a culture of accountability, learning, and continuous improvement Supports succession planning and career development within the team 	I	3
Managing and developing people	<ul style="list-style-type: none"> Identifies leadership potential and mentors Senior Neighbourhood Officers. Encourages access to training and development opportunities. Supports staff with complex casework and promotes reflective practice 	I	3
Special conditions:	<p>Regular travel across housing patches may be required Occasional evening or weekend work may be needed for resident engagement or estate inspections Subject to a DBS check</p>		