

Housing Services

Senior Neighbourhood Officer Job Description and Person Specification

October 2025

Job Description

Job Title:	Senior Neighbourhood Officer
Department:	Housing Services
Function:	Housing Management
Team:	Neighbourhood Services
Post number:	TBC
Grade:	LBR10
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 Area Lead
Responsible for: <i>Job titles of direct reports</i>	<i>No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion.</i>
Role purpose and role dimensions: <i>Overview of the job</i>	Senior Neighbourhood Officers are responsible for managing a defined mixed-tenure patch, acting as the primary relationship holders with residents. They provide a regular and visible presence on estates, ensuring our homes are safe and well maintained, providing advice, information and understanding the needs of customers, tenants and leaseholders and respond to these, at both an individual and neighbourhood level. This will include providing our Vulnerable Residents Offer, carrying out Estate and void Inspections, Health and Safety Inspections and impromptu checks on blocks and estates to deliver safe and sustainable tenancies in sustainable communities. They work closely with caretakers (Chargehands) assigned to their patches and collaborate with Central Services, which handle desk-based transactional resident demand. This role is the custodian of the estates and neighbourhoods which they manage and will have influence over place shaping. They will foster great relationships with residents and will provide an important first point of contact for residents who require support. Senior Neighbourhood Officers will also work to continue to improve joint working with partner organisations and other Council departments, to improve the lives of our tenants. As a 'Senior' Neighbourhood Officer, part of this role includes deputising for the Neighbourhood Area Lead, providing support to the wider team and coaching and developing Neighbourhood Officers. This includes motivating, developing and supporting team members in their role as neighbourhood champions. Examples include providing training on procedures and policies, and providing support, advice, and guidance, as required, including with challenging cases.

Key external contacts: <i>Organisations</i>	• Tenants and Residents Associations • Councillors, MP's • Statutory agencies • Police • Local voluntary and other third sector groups • Contractors and service providers
Key internal contacts: <i>Job titles or groups of staff</i>	• Income and Enforcement • Central Housing Services • Insight & Excellence Team • Asset Management • Environmental Services
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	• Responsible for monitoring patch-related budgets • Supporting service charge calculation • Oversight of void property costs and minor works • Commissioning services (e.g., pest control)
Key areas for decision making:	• Tenancy and leasehold enforcement • Void property management and lettings • Resident engagement and support • Estate safety and compliance
Other considerations: <i>E.g. working patterns</i>	• Area-based working • Occasional evening/weekend meetings • DBS check may be required

Person Specification

Job Title:	Senior Neighbourhood Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		A - I - T	Weighting
Minimum education/ qualifications:	<i>Education:</i> Relevant degree or diploma in housing management, property management, or a related field Or relevant experience.	A	3
	Certifications in housing or property management (e.g., CIH Level 5) are highly desirable	A	2
	<i>Qualifications:</i> Commitment to continual professional development including the completion of the Institute for Housing (CIH) or other relevant housing qualification	A	3

Minimum experience/ knowledge/ skills:	Demonstrable ability to communicate effectively both written and verbally with internal and external stakeholders and colleagues in a range of forums.	A	3
	Be able to effectively work as a member of a team.	A	3
	Able to competently train and coach team members to develop their knowledge, skills and understanding	I	3
	Experience of dealing with a wide range of stake holders, influencing, and negotiating to achieve common objectives.	I	3
	Experience of working with and influencing a diverse range of community groups and of consultation with a diverse local community, analysing their views and needs to achieve an accepted positive outcome.	I	3
	Able to make sound decisions based on the effective analysis of available information and data. Able to understand the complex viewpoints of others and recognise where compromise is necessary.	A	3
	Good understanding of housing law and practice in particular tenancy and leasehold management including representing the council at court and preparing and presenting cases.	A	3
	Experience of tackling asb in particular Hate crimes and evidence of strong multi agency working.	A	3
	Ability to undertake inspections including Building Safety Inspections/PCFRA's and PEEPs	I	3
	Evidence of a clear understanding of housing management issues and practices.	I	3
	Evidence of promoting real resident influence and involvement in the management of the council's housing stock.	I	3
	Demonstrate a practical understanding of Housing and associated legislation, current issues and financial challenges facing local government and specifically issues relating to the housing management	I	3
	An understanding of the relevant constraints, risks and trends affecting the service and an awareness of how they affect the management of the council's housing stock	A	3
Minimum competencies: Customer focus	• Being professional and polite with every contact had with residents and customers. Leaving them always with a good impression • Seeing it as a personal responsibility to maximise satisfaction of customers, treating customers fairly and transparently • Work with your team and others to deliver excellent customer service, ensuring that problems are not left unresolved, taking responsibility for your actions and decisions and being able to explain why you have made them	A	3

Communicating and influencing	The Senior Neighbourhood Officer must demonstrate strong communication and influencing skills, being able to engage confidently and clearly with residents, colleagues, and external partners across various formats and settings. They are expected to listen actively and empathetically, tailoring their communication style to suit different audiences while maintaining professionalism and clarity. Their ability to influence outcomes through constructive dialogue and relationship-building is essential to the role.	A/I	3
Building relationships, working together and in partnership	Senior Neighbourhood Officers are expected to build strong, effective relationships across teams, departments, and external partners to deliver joined-up services that benefit residents and communities This role involves working collaboratively with colleagues, contractors, statutory agencies, and voluntary groups to achieve shared goals Officers must be able to navigate complex stakeholder environments, foster trust, and contribute to a positive team culture Their ability to influence and coordinate across services is essential to delivering integrated housing solutions and improving outcomes for residents	I	3
Respecting & implementing diversity	Able to remove barriers to understanding the needs of diverse stakeholders. Takes account of a wide range of public and partner needs to inform the team and the council's work and presents information clearly and convincingly so that others see the council as credible and engage with us	I	3
Planning, organising & achieving results	The Officer must be capable of managing a diverse and demanding workload across their designated patch. They should be able to prioritise effectively, meet deadlines, and deliver high-quality outcomes that align with service objectives. A proactive approach to problem-solving and decision-making is required, with a clear focus on achieving tangible results for residents and the wider community.	A	3
Embracing change	The role also demands a positive attitude towards change. Officers must be adaptable and resilient, embracing new ways of working and evolving service models, including the integration of leasehold and void management responsibilities. They should actively contribute to service improvements and be open to learning and development opportunities that enhance their effectiveness and support the continuous improvement of housing services	A A	

Special conditions:	This role involves area-based working and may require occasional attendance at evening or weekend meetings to engage with residents and community groups A Disclosure and Barring Service (DBS) check may be required, depending on the nature of the patch and the level of contact with vulnerable individuals The postholder must be able to travel across the borough to conduct estate inspections, attend meetings, and respond to urgent issues Flexibility in working hours is essential to meet service demands and support residents effectively		
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