

Housing Services

Neighbourhood Officer Job Description and Person Specification

October 2025

Job Description

Job Title:	Neighbourhood Officer
Department:	Housing Services
Function:	Housing Management
Team:	Neighbourhood Services
Post number:	TBC
Grade:	LBR07
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Orchard 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>	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 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 and caretaking supervisors assigned to their patches and collaborate with Central Services, which handle desk-based transactional resident demand. The Neighbourhood Officer 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. 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.
Key external contacts: <i>Organisations</i>	• Statutory agencies • Local voluntary groups • Contractors and service providers
Key internal contacts: <i>Job titles or groups of staff</i>	• Income and Enforcement • Central Housing Services • Insight and 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 minor works • Commissioning services (e.g., pest control)

Key areas for decision making:	• Tenancy and leasehold enforcement • 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

Key accountabilities and result areas:	Key elements:
1. Strategy and Planning	This will involve: • To work with Asset Management to ensure our properties are in a good state of repair, safe and compliant with Building Safety and Fire regulations • To meet building safety requirements by conducting planned building safety inspections, PCFRA and PEEP's • To proactively manage people and properties to sustain tenancies and keep residents safe • To support Environmental Services colleagues in the delivery of area or estate plans
2. Operations and Support	This will involve: • To be focused, motivated and inspired to achieve objectives and work positively with all services across the Housing Service and the broader Council • To work with other services to meet the needs of vulnerable residents and achieve tenancy sustainment • Ensure the Council's responsibilities as a landlord are met by ensuring compliance with current tenancy and lease conditions through effective decision making and the use of a range of tenancy and lease management procedures • Actively engage residents in the development and delivery of services • Attend resident and leasehold group meetings as and when required always acting in the best interest of the council and customers • Ensure complaints, councillor, MP enquiries, FOI and SAR requests and correspondence from customers are dealt with effectively within set timescales, data protection and resolved at the earliest point of contact • Represent the council when working with a range of partners both from the Council, statutory agencies and local voluntary groups to achieve specific outcomes for all residents that are in the best interests of the council and customers • Exercise effective management of financial resource to ensure activities are taken in line with financial regulations and corporate standards ensuring value for money against best practice and external benchmarks are achieved • Identify tenancy fraud, unauthorised occupation and development opportunities • To assist other teams to enable them to achieve their requirements or other Housing initiatives

3. Systems and Process Development and Improvement	This will involve: • To utilise available systems to effectively deliver an effective housing management service. • To maintain customers electronic files providing an audit trail of key documents in line with processes • To adhere to council policies and procedures
4. Communication Partnership	This will involve: • To work with colleagues across the service and council to deliver an effective housing management service • To empower customers and stakeholders to manage their own tenancies • To work within the Community Safety partnership to share information and provide a joined-up approach to Hate Crime, ASB and other crimes
5. Performance and Standards	This will involve: • To achieve key performance indicators set for the Housing Service that relate to housing management activity • Accurate record keeping and use of systems
6. Resource Management	This will involve: • Monitoring of contractors • Commissioning external services when required e.g.: pest control
General accountabilities and responsibilities	
Green Statement	This will involve: • 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	This will involve: • 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	This will involve: • 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	This will involve: • 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	This will involve: • 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	This will involve: • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: • 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	This will involve: • 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	This will involve: • 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 the grading level and competence.

Person Specification

Job Title:	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 extensive experience in the housing management sector Certifications in housing or property management (e.g., CIH Level 5) are highly desirable <i>Qualifications:</i> Commitment to continual professional development including the completion of the Institute for Housing (CIH) or other relevant housing qualification (Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there will be an expectation to study towards a professional qualification if law passes)	A A I	3 2 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/I	3
	Be able to effectively work as a member of a team.	A	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.	I	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
	<i>Key Subject/Content Areas:</i>		
	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	I	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/I	3

Communicating and influencing	The 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	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	I I	

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		
----------------------------	--	--	--