

**Job Title:**

**Neighbourhood Housing
Officer**

Department:

**Neighbourhood
Management**

Reporting To:

**Neighbourhood Housing
Manager**

Please note: this job description outlines key responsibilities and duties but is not exhaustive. Additional tasks may be assigned as needed to support Magenta Living's goals and objectives.

How your role will contribute to **Magenta Living's Purpose, Vision & Values:**

Our Purpose:

Empowering people is our purpose.

Our Vision:

We believe in opening doors to homes full of love, communities full of life and a world full of possibilities.

Our Values:

'Do the Right Thing.'

This is the thread that weaves our actions, decision-making, and connections.

- Contribute to the effective management of empty homes, from provisional notice to the letting of available homes
- Effective tenancy management, ensuring legal conditions of tenancy agreements are adhered to
- To contribute to the development of Neighbourhood Plans, taking an active role to ensure each neighbourhood is vibrant
- Early intervention of Anti-Social Behaviour and effective case management
- Dealing with successions, assignments and mutual exchanges
- Proactively dealing with suspected abandoned properties
- Proactively investigating and addressing reports of tenancy fraud
- Effective estate management through partnership working and neighbourhood walkabouts
- Carry out tenancy audits through a risk based approach
- Identifying customers who require additional support to sustain their tenancy and make appropriate referrals including safeguarding and awareness of domestic abuse
- Preparation of witness statements and evidence in relation to legal proceedings for breaches of tenancy

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*Let's all **#BeMoreMagenta**.*



- Attend court for hearings and give evidence where applicable
- Ensuring accurate record keeping and use of systems
- To support internal teams to access properties to ensure compliance and safety
- To be responsible for and manage fire risk and hazards identified through Fire Risk Assessment supporting a sterile communal area policy
- To have an awareness of the Housing Health and Safety Rating System
- To facilitate and contribute to multi-agency meetings to manage complex housing situations to make decisions to meet business and customer needs
- To work in partnership with key stakeholders, for example Housing First
- Demonstrate Magenta Living's approach to equality, diversity and inclusion when dealing with colleagues, customers and stakeholders

Team responsibilities

- To support the delivery of the corporate objectives of Housing Services and provide a customer first approach in all contacts with customer
- To keep professionally up to date with legislation and regulation in relation to housing management
- To minimise rent loss and relet times associated with empty homes by ensuring properties are viewed and signed up in a timely manner
- To work in an agile way, making effective use of all technology to provide a neighbourhood focused service model

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What you will bring to us:

Essential Skills & Experience

- IT literate with the ability to use multiple systems.
- Excellent customer service skills, with the ability to manage challenging situations professionally and effectively.
- Strong communication skills, both verbal and written, with customers, colleagues and external agencies.
- Able to work under pressure and meet tight deadlines.
- Strong organisational and multitasking skills.
- Ability to prioritise workload, manage time effectively and adapt quickly to changes in the housing and work environment.
- Able to take ownership of tasks and situations and work independently.
- Committed to achieving business objectives and maintaining high levels of performance.
- Personal qualities including being decisive, observant, enthusiastic, diplomatic, adaptable, quick-thinking, innovative and customer-focused.
- Full UK driving licence and access to a car for work.
- Flexible and agile approach to working hours, including evening and weekend appointments where required to meet customer and business needs.

Education & Qualifications

- A minimum of 5 GCSEs (or equivalent qualifications).
- A qualification in Housing or willingness to work towards one is desirable.
- Experience of Housing Management or a related field is desirable.
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This role is subject to a mandatory DBS check.

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