|  |  |
| --- | --- |
| **Job Title:** | **Neighbourhood Housing Officer (Halton and Cheshire)** |
| **Responsible to:** | **Neighbourhood Housing Manager** |
| **Purpose, Vision and Values and what that means for your role.** | |
| *Our Purpose:*  *Empowering people is our purpose. We work together by guiding, teaching, and mutual support, cultivating knowledge and confidence to overcome challenge and seize opportunities. By uplifting each other, we extend this empowerment to our customers and communities, contributing to the well-being of the broader society we serve.*  *In your role, you actively contribute to our purpose by…*  *Playing a pivotal role as the key point of contact in our Neighbourhoods, providing a housing management service including all aspects of tenancy management. The Neighbourhood housing officer will deliver an effective housing management service to contribute to business priorities including sustainment of tenancies, maximising income and service excellence for customers.*  *Our Vision:*  *Opening doors is all about creating opportunities and eliminating barriers.*  *Your role is a key to opening these doors, and realising our vision by…*  *Providing an adaptable service, working through a hybrid working model that is responsive and focuses on the needs of our customers. As a front-line role, you will display behaviours and values in line with the Road to 2030 to achieve excellent services for our customer.*  *Our Values:*  *‘Doing the right thing’ is the thread that weaves our actions, decision-making, and connections. Making choices that align with our p­urpose, vision, and values, and ensuring everyone feels safe and supported.*  *In your role, you are empowered to do the right thing by…*  *Empowering our tenants and positively impacting their lives by delivering an exceptional housing management service.* | |

|  |
| --- |
| **What we need from you!** |
| **Qualifications & Experience:**   * Experience of Housing Management or a related field is desirable * A minimum of 5 GCSE’s or equivalent qualifications * A qualification in Housing or willingness to work towards is desirable * **You will need to drive, hold a full UK driving licence and have access to a car for work.** * IT Literate with the ability to use multiple systems * Excellent approach to customer service with the ability to deal with challenging situations * Decisive, observant, enthusiastic, diplomatic, adaptable, quick thinking, innovative and customer focussed. * Able to multi-task with good organisational skills and the ability to work to tight deadlines. * Able to communicate (both verbally and in writing) clearly and effectively with customers, colleagues and external agencies * Able to work towards achieving business objectives, displaying a high level of performance. * Able to prioritise workload, good time management skills and respond quickly to changes in the housing and work environment. * You will be expected have a flexible and agile approach to work hours that suit customers in your area and the business need, carrying out evening and weekend appointments as necessary. |