

## ROLE PROFILE

# Neighbourhood Officer

## East Team

<b>Reporting to</b>	Community Team Manager East
<b>Salary band</b>	Band E

**This Role Profile will give you a broad outline of the Neighbourhood Officer role.**

It isn't a 'to-do' or task list, but instead gives an outline of what needs to be accomplished in the role, as well as the skills and qualities you'll need to be successful.

The salary is Band E £26,582 - £32,417 Those newly appointed are expected to start at £26,582

This a full-time, permanent position. You'll be working 35 hours per week and you'll be home-based, which means you will need to have a suitable space to work from and an appropriate internet connection. We'll provide you with the IT equipment you'll need.

You'll be covering various postcodes in the East of the region - currently DG1, DG10, DG11, DG12, DG13, DG14 and DG16. There will be a requirement for you to be regularly out on site, providing a visible and personalised service to our customers. This means that you must have access to a car to travel to your communities.

You will be reporting to the Community Team Manager East and will be a welcome member of our Housing Services Team.



## The Opportunity

**At Loreburn we like to think big, but it's the little things that make us special.**

As a Neighbourhood Officer, you'll be the face of Loreburn. No one more than you has the capacity to achieve our goals and aspirations with your work in our local communities.

Our Community Team structure allows us to reach out into the heart of our communities, delivering services that are important to our customers at times and in ways that suit them.

You'll be joining a GREAT team in a values-led, community-based organisation. We'll never be the biggest Housing Association in Dumfries & Galloway, but we're working hard to be the best.

You'll be home-based, surrounded by a strong remote and physical infrastructure to get you acquainted with the role and all it entails. You'll be in touch with lots of people - whether that's in person, on the phone or virtually, and our regular company-wide catch-up days will ensure you always feel part of Loreburn.

Our culture of high performance and shared ambition will motivate you, giving you freedom to drive your career and develop your role and experience.

Our trust-based flexible working arrangements mean that although you must meet customer and business requirements, we're open to you working flexibly so you never have to miss those important events in life. You can talk to us if you need something more regular.

## The Job

**As a Neighbourhood Officer, you'll provide a generic housing management service.**

You'll have the responsibility for a range of services including all estate/neighbourhood management, lettings and void management, tenancy enforcement, and customer engagement.

Together with your Income and Customer and Business Support colleagues, you'll collaborate and work to achieve positive outcomes for our customers and communities.

You will be managing a patch of less than 300 properties, and you'll take the lead on some wider organisational priorities too, so there'll be lots of variety in what you do.

Without doubt, you will have a chance to make a real difference.



Our approach is very much 'one team' and so you'll collaborate with your team, and others, to achieve positive outcomes for our customers and communities.

You'll need the skills and resilience to deal with the occasional tough conversation with professionalism – but the rewards will more than make up for it as together we build on our work to create GREAT places to live.

There'll be plenty of opportunities along the way for you to develop your skills and progress your career – if that's what you want.

## Day-to-day responsibilities

### On a typical day, you'll be:

- Responding to enquiries across a range of tenancy services. You'll be the main point of contact for customers in your local area and will act as the customer's voice where concerns relate to other areas of the business.
- Visible and present in your communities, making sure our neighbourhoods and developments are kept safe and are well maintained.
- Taking ownership of issues, focusing on providing personalised solutions (at first point of contact wherever possible) and keeping customers and others up to date.
- Engaging customers and encouraging participation in our activities and decisions that impact their communities.
- Marketing available homes in your patch and working to reduce the time they're empty.
- Providing advice, guidance and support with tenancy and property management issues.
- Offering advice and support with rent payments, taking steps to ensure that rent is paid on time.
- Resolving customer queries around maintenance and repairs.
- Resolving any nuisance and anti-social behaviour issues.
- Finding resolutions to any customer complaints
- Updating our Customer Relationship Management system so our communications are managed effectively.

All the while, you'll need to do this with two key things in mind: giving an outstanding customer experience and doing this in ways that keeps our promise to use resources in the best ways for the biggest benefits.



## Your capabilities and character

**We value adaptability and a positive attitude. You'll be right for this role if you...**

- Have experience of a similar role or can demonstrate that your skills, personal qualities and experience equip you to take on the role (we're okay with you having some development areas).
- Can represent Loreburn positively and are passionate about delivering an exceptional customer experience.
- Are IT literate, confident across most Microsoft packages and are keen to learn and keep pace with our technology journey.
- Can take ownership of issues and be accountable for your actions, having the initiative and confidence to act fairly and effectively.
- Are comfortable and don't shy away from having difficult, yet always respectful, conversations.
- Are resilient and can remain a positive influence even when things get difficult.
- Are comfortable with the degree of lone working the job entails and managing your time and resources – you'll be trusted to get on with things.
- Can think creatively to achieve the right outcomes and solutions.
- Can influence, negotiate and build highly effective and productive relationships.
- Have great communication skills and a good standard of written literacy and numeracy.
- Can work under pressure, prioritising your work and dealing with reactive issues timely.
- Can be flexible, both in your approach to work and your ability to meet the changing needs of our organisation. There may be times where you'll need to work outside of our traditional office hours.
- Are open to creativity, innovation and challenging the status quo to achieve more, learn and grow.
- Believe in our 'one team' approach – working together to put solutions above problems and to support each other to get the job done.
- Can demonstrate our GREAT Values in your day-to-day work.

**All of the above are essential requirements for the role and will form part of the selection process.**



## Qualifications and criteria

### Essential

- Educated to SVQ Level 3/4 or equivalent e.g. GCSE/O Level Maths and English Grades A – C or equivalent level of experiential learning.

### Desirable

- Evidence of continuous learning and development linked to a relevant subject

## Our GREAT Values

**We all have different backgrounds, strengths and experiences but one thing we share at Loreburn is our values.**

Our values run through all that we do. They're what drives our commitment for GREAT Homes, GREAT Communities, GREAT Services and GREAT People.

### Growth mindset

We aim to be the best and continue to learn, grow and change to achieve this.



### Respect

We care about all that we do and how we do it.



### Exceptional customer experience

We always put our customers first, with a strong commitment to positive and proactive ways of working.



### Accountable

We are responsible for all that we do and we're happy to learn from our successes or failures.



### Together

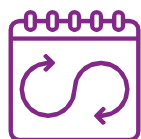
We deliver our best results when we work as a team.



## What makes us GREAT?

Our benefits, rewards and recognition have put us up there as one of the best employers in our field.

You'll enjoy:



Flexible working



Early finish Fridays



Home-based working



Career development



Protected learning time



Paid holiday



Generous pension scheme



A creative workplace



Westfield Health

Think you're a good fit?

Help continue our journey to become the  
best Housing Association in Scotland!

