

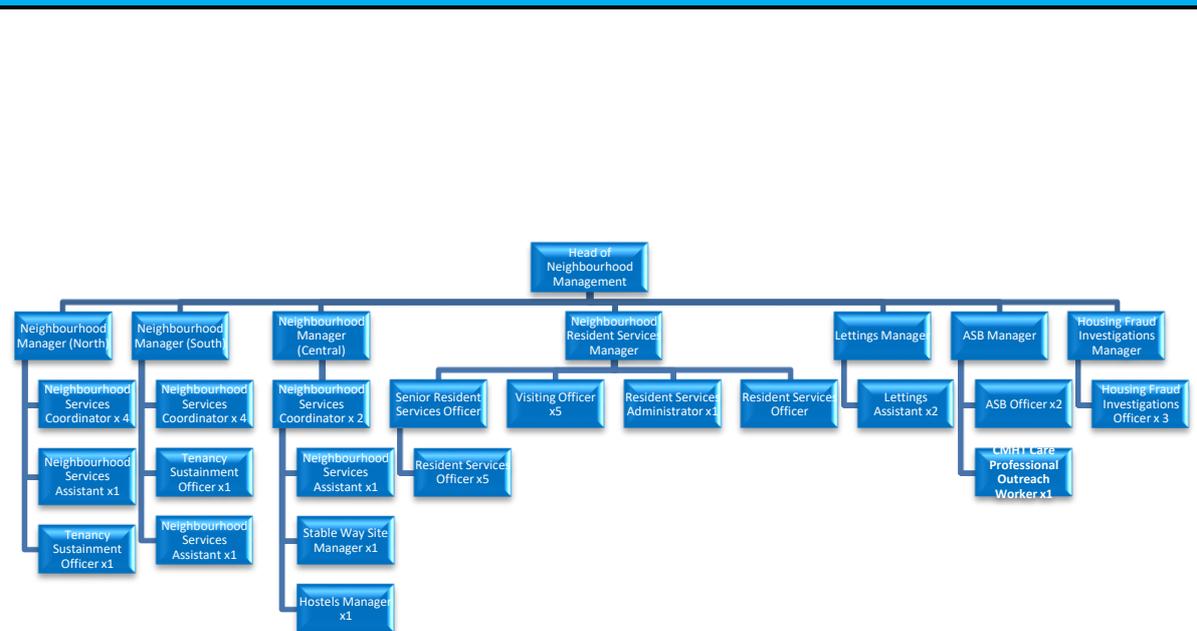
JOB DESCRIPTION

Job Title	Resident Services Officer
Department	Housing Management Services
Section or Service	Neighbourhood Management
Grade	D

DESIGNATION:

Responsible to:	Senior Resident Services Officer
Employees directly supervised (if applicable):	N/A

Family Tree:



1. JOB PURPOSE:

1. To deliver an outstanding service in Neighbourhood Management Services for residents including face-to-face, telephone, email, virtual communication whilst ensuring pace and empathy is provided.
2. To provide a high level of customer service to residents and ensure that the service is seamless and proactive, working well with all relevant teams.
3. To coordinate and lead with Neighbourhood Management Services functions, such as mutual exchanges, tenancy visits, Right to Buy applications whilst ensuring excellent customer services for residents.
4. To assist residents visiting reception or calling with their enquiries and providing a first-class service that represents the Council's values and establish a close working relationship with key teams and services to triage any queries to the relevant departments.

2. DESCRIPTION OF DUTIES:

1. Deliver reception services to all residents and visitors attending any housing office sites, addressing queries at reception regarding tenancy matters and low level anti-social behaviour; re-directing calls and enquiries where necessary to relevant officers and teams across Housing Management or other departments when needed.
2. To be responsible for incoming and outgoing housing management post, emails and tasks received from the CRM Team Queue and allocate to the relevant teams across the Council. Scan and create cases of incoming post and correspondence from residents.
3. To promptly assign any incoming Members Enquiries or Complaints to the relevant officers/managers to investigate and diarise these for a response.
4. Ensuring the signing of new tenancies are scheduled in diaries promptly, within set target times and prioritise this area of work so as not to impact on void turnaround times.
5. Creating welcome packs for new residents, ensuring that there are enough available for upcoming new tenancies.
6. Compile relevant data for Subject Access Request, Freedom of Information and Court files.
7. Lead on the mutual exchange process to ensure statutory deadlines are met including arranging surveyor visits and ensuring gas and electric certificates have been provided.
8. Monitor Fire Risk Assessments actions for Neighbourhood Management Services and working with the Estate Services Team ensuring that these are processed in a timely manner.
9. Process any tenancy agreement requests for residents.

10. Scheduling quarterly Estate Inspections including diary invites and arranging for posters to be placed on estate noticeboards.
11. Ensuring that the Neighbourhood Management patch and contacts lists are kept up to date. Informing the Senior Resident Services Officer with letting residents know when there are changes in their lead Neighbourhood Services Coordinator or Neighbourhood Management Team Leader.
12. Drive performance for the department by prompting Neighbourhood Services Coordinators when there are upcoming key deadlines. Escalating any concerns in delays to the Senior Resident Services Officer.
13. Managing Sitex placements and ensuring any new requests are authorised by relevant management and monitored.
14. When prompted by Neighbourhood Management Teams, to send out yearly confirmation letters to tenants who successfully complete their introductory tenancy periods.
15. Schedule essential tenancy appointments for the Neighbourhood Management Teams.
16. Monitor any warrants or forced entry appointments and ensuring that actions are taken promptly to meet gas compliance targets.
17. Assist with the delivery of project work as and when required.
18. Produce minutes and collate the agenda and paperwork for Neighbourhood Management meetings. This may include some evening meetings as directed by the Senior Resident Services Officer or Neighbourhood Resident Services Manager.
19. To work with the Neighbourhood Management Teams with recruitment including processing new starter requests and to ensure all IT equipment is ordered in a timely manner.
20. Provide guidance to new starters within Neighbourhood Management with training on relevant systems.
21. Work with residents who attend the Housing Management Offices and require assistance accessing services.
22. Complete the initial Right to Buy process within Neighbourhood Management.
23. Provide the initial point of contact for all queries at reception
24. Ensure that the information held in the office reception area or on estate noticeboards are up to date, relevant and easily accessible to visitors.
25. Assist with programming cloud base fob systems for residents.

26. Manage and maintain the estate (housing management) parking database boroughwide and respond to parking related queries and process any new requests or changes.
27. To record and respond to correspondence from members of the public in relation to parking fines and other relevant enquiries.
28. Be responsible for the receipt of all cash payments from customers.
29. Any other analogous duties

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Resident Services Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications:</p> <p>Essential:</p> <ul style="list-style-type: none"> • Demonstrates a clear understanding of confidentiality • Builds and maintains positive working relationships with colleagues and service users • Shows adaptability and openness to change, including new processes or ways of working • Consistently meets deadlines and manages workload within agreed timeframes. • Supports and maintains administrative systems and processes with accuracy and attention to detail. • Delivers work to agreed targets, goals, and quality standards. • Communicates clearly and professionally, both in writing and verbally. • Has proven experience in minute-taking, producing accurate and timely records. • Provides high-quality customer service, responding to queries and concerns with professionalism and empathy. • Can work on own initiative and within teams to provide a seamless service to customers.

C Skills; Experience and Attitude

Essential:

- Use technology proficiently to complete tasks and support service delivery.
- Engages effectively with individuals at all levels, showing respect and professionalism.
- Demonstrates a customer-first approach, prioritising the needs and experiences of service users.
- Actively shares knowledge and best practices to improve team performance and service quality.
- Identifies and resolves problems proactively, using sound judgment and initiative.
- Works in partnership with others, contributing to shared goals and collaborative outcomes.
- Maintains a strong customer focus, ensuring services are responsive, accessible, and user-friendly.

Our Values & Behaviours	
D	<div style="background-color: #00bcd4; border: 1px solid #000; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #4caf50; border: 1px solid #000; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<div style="background-color: #00bcd4; border: 1px solid #000; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">INTEGRITY</div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

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WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.