

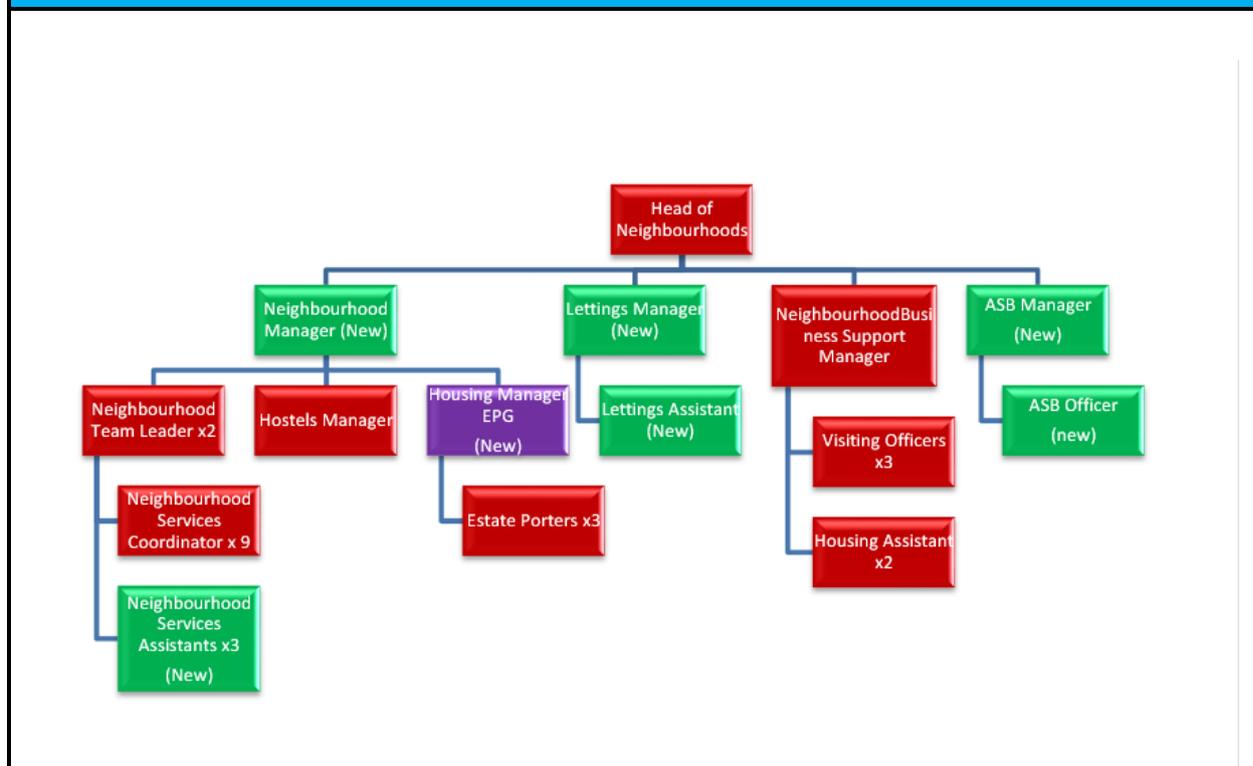
## JOB DESCRIPTION

|                           |                                 |
|---------------------------|---------------------------------|
| <b>Job Title</b>          | Neighbourhood Service Assistant |
| <b>Position Number(s)</b> |                                 |
| <b>Department</b>         | Housing Management Services     |
| <b>Section or Service</b> | Neighbourhood Management        |
| <b>Grade</b>              | Range B - £25,833 to £29,796    |
| <b>Hours</b>              | 36 hours                        |

## DESIGNATION:

|   |   |
|---|---|
| <b>Responsible to:</b>                                | Neighbourhood Team Leader<br>(Supervisory duties from Neighbourhood Service Coordinators) |
| <b>Employees directly supervised (if applicable):</b> | N/A   |

### Family Tree:



## **1. JOB PURPOSE:**

---

- 1.1 To assist in the delivery of an effective Neighbourhood Management service
- 1.2 To support the Neighbourhood Services Coordinators to provide the best service possible for our residents.
- 1.3 To provide a close working relationship with key teams and services, such as capital works, caretaking, income, repairs, social services, mental health and fraud team.
- 1.4 To ensure that Council policies, performance standards and customer satisfaction requirements are met.

## **2. DESCRIPTION OF DUTIES:**

---

- 2.1 To collaborate with the Housing Assistants and Neighbourhood Service Coordinators to provide telephone duty cover and relevant queries, at reception regarding tenancy matters. This will include re-directing calls and enquiries where necessary to the appropriate officer or team
- 2.2 To investigate and manage low grade anti-social behaviour cases and adhere to the Councils anti-behaviour social behaviour policies, procedures and all relevant legislation.
- 2.3 Manage and monitor emails, cases and tasks received into Neighbourhood Management CRM queues to individual team members
- 2.4 Visit residents on a regular, targeted and pro-active basis, ensuring tenancy conditions are met
- 2.5 Carry out joint visits with Visiting Officers and Neighbourhood Service Coordinators when required
- 2.6 Completing Fraud Team referrals and to forward any relevant information to the Neighbourhood Service Coordinators
- 2.7 Deputise the Neighbourhood Service Coordinators by carrying out viewings, completing signups and carrying out any relevant Lettings functions
- 2.8 Support the Neighbourhood Services Coordinators with completing relevant paperwork and letters for Court and attend where appropriate
- 2.9 Deputise the Neighbourhood Service Coordinators by carrying out forced entries to ensure the Council's health and safety obligations are met
- 2.10 Ensure that the Neighbourhood Team are compliant with Fire Risk Assessment actions
- 2.11 Support the delivery and distribution of any correspondence, so the team can respond quickly and effectively to our residents

2.12 Co-ordinate, monitor and support the Neighbourhood Services Coordinators by monitoring estate action plans including attending Estate Inspections and ensuring the smooth delivery and execution of these plan

2.13 Be pro-active and make referrals for residents to effectively access our services, which can include but not limited to Social Services, Community Mental Health Teams and any other relevant agencies

2.14 Develop and maintain appropriate administrative and support systems

2.15 Assist with the delivery of relevant project work as and when required

2.16 Provide a caring and professional customer experience at point of contact

2.17 Assist the Neighbourhood Service Coordinators and Management Team with any ad-hoc requests

2.18 Any other analogous duties

---

**I agree to the above job description**

**Post Holder**.....  
**Date**.....

**Head of Service**.....  
**Date**.....

**3. DIMENSIONS:**

---

**(WHERE APPROPRIATE)**

**Quote figures which give a picture of the job as follows:**

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned**
- (b) Any other statistics relating to the work**

---

**I agree to the above job description**

**Post Holder**..... **Date**.....

**Director / Chief Officer**..... **Date**.....

## SELECTION CRITERIA/PERSON SPECIFICATION

|                   |                                 |
|-------------------|---------------------------------|
| <b>Job Title:</b> | Neighbourhood Service Assistant |
|-------------------|---------------------------------|

### 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.

|          |  |
|----------|--|
| <b>A</b> | <p><b>Equal Opportunities</b><br/>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>B</b> | <p><b>Qualifications:</b> GCSE pass in English and maths or comparable/equivalent qualifications</p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Maintain confidentiality</li> <li>• Approachable and accessible</li> <li>• Open to change</li> <li>• Meet deadlines in a fast-paced, high pressure environment</li> <li>• Can support and maintain administration processes and systems.</li> <li>• Achieve targets, goals and standards</li> <li>• Good standard of written and oral skills</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Degree in housing studies or equivalent</li> <li>• Collect and present information</li> <li>• Presented information in an appropriate format</li> </ul> |

C

**Skills; Experience and Attitude**

**Essential:**

- Knowledge of Housing legislation and other landlord related obligations as set out in relevant legislation and best practice
- Experience of working in housing and delivering services to residents of social housing landlords
- Demonstrable excellent customer services skills and having a coordinated working approach
- Sharing best practices and able to problem solve

**Desirable:**

- Knowledge of Housing legislation
- An understanding of Health and Safety legislation
- Working with in a local authority and understanding local authorities' obligations

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

G

### 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.