Role Profile

Role Title: Neighbourhood Assistant

Business Area: Customer Service
Department/Team: Housing – Neighbourhood
Reports to: Senior Neighbourhood Officer
Direct Reports and span of control: None
Dimensions (budget holder, level of contract/systems etc responsibility): None
Created date: November 2019

Role Purpose

Deliver a good, proactive and adaptable service to all our customers. Build and maintain effective working relationships with other departments within the organisation and external stakeholders. Provide accurate, reliable and comprehensive administrative support to the Neighbourhood team.

Key Accountabilities

- Provide an efficient administrative service to the Neighbourhood team, assisting with diary management, booking appointments and providing advice and guidance to customers
- Deal with enquiries, face to face and by telephone, letters or email
- Manage the mutual exchange process. Providing advice and guidance, carrying out inspections, liaising with other organisations and completing paperwork within agreed timescales and completing the sign ups with customers
- Carry out neighbourhood inspections and other routine visits to support the Neighbourhood team when required
- Manage any change of tenancy requests
- Accurately maintain records and administrative systems for the Neighbourhood Team
- Order equipment for the neighbourhood team
- Enforce and support the landlords' strategy of Safety First and Rent First
- Identifying and reporting any safeguarding concerns in line with Asters' policy and procedure.

Experience and Qualifications

- Educated to GCSE Standard (or equivalent) to include English
- Good level of IT skills
- Ability to communicate effectively with customers and able to handle enquiries in a confident, professional and competent manner
- Good organisational skills
- The ability to manage your own workload and enjoy being part of a team
- To be able to work flexible hours and to attend meetings or visits to customers, both locally and regionally
- To take responsibility for your own personal development.

Complexity

Dealing with and resolving a wide range of queries and requests from internal and external customers and stakeholders. These can be complex and challenging cases requiring knowledge and experience from the Neighbourhood Assistant.

Impact

This is a flexible, resilient and supportive role within the Neighbourhood Team.

There is an expectation that Neighbourhood Assistants have a good understanding of all policies and procedures to enable decision making and help with advice given.

The Neighbourhood Assistant is a vital part of the team; supporting the officers to enable them to carry out their operational work. They are the 'glue' that holds the team together.

Influence

Often act as first point of contact for all customer enquiries to the Neighbourhood Team.

The Neighbourhood Assistant is instrumental in building relationships between customers and the Neighbourhood Team and the wider business. These relationships will be managed via a variety of communication methods such as email, letters and telephone conversations. These can often be challenging conversations that require the Neighbourhood Assistants to adapt their approach to each individual customer as required.

The Neighbourhood Assistants will nurture professional relationships with external stakeholders, share information and make confident decisions with agencies such as the local authority, other housing providers, local government and other agencies.

Resources Management

Required to manage own time and liaise with other customers (internal and external) as appropriate to maximise outputs, efficiencies and customer satisfaction.

Responsible for the effective updating of databases and records within the Neighbourhood Team.

Responsible for reputation management.