

Northumberland County Council
JOB DESCRIPTION

Post Title: Estate Officer	Director/Service/Sector Place, Housing & Public Protection, Housing Services		Office Use
Band: Band 6	Workplace:		JE ref:3536
Responsible to: Estate Manager	Date: November 2018	Manager Level:	HRMS ref:
Job Purpose:			
<ul style="list-style-type: none"> • Responsible for delivering and developing a high quality, responsive housing service that focuses on positive customer outcomes and satisfaction whilst meeting the needs and aspirations of the local community. • Responsible for the day to day management of a specific area within a neighbourhood ensuring excellent service delivery through maintaining a high profile on the estate. • Responsible for the day to day management of the GRT sites ensuring excellent service delivery through maintaining a high profile on them and delivering site management service ensuring the provision of a high quality, responsive and customer focused service which meets Council and company objectives. • Deliver the Housing Management service ensuring the provision of a high quality, responsive and customer focused service which meets Council and company objectives. 			
Resources	Staff	No staff	
	Finance	Responsible for maximising income by ensuring properties are let in a timely and efficient manner.	
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation	
	Clients	Daily contact with partner organisations, customers and stakeholders	
Duties and key result areas:			
<ul style="list-style-type: none"> • Effective management of the Housing Management Service within a defined area. • To carry out visits to all tenants on a regular, planned basis to identify and assist with any issues that may support the sustainability of the tenancy • Responsible for planning and conducting regular inspections of the neighbourhood in partnership with customers, Councillors, Police and Local Services. Develop a continuous action plan to ensure that the neighbourhoods are maintained as safe and attractive places. • Actively develop and promote resident engagement at a neighbourhood level, attending meetings and other activities where appropriate including those which occur outside of normal office hours. • Responsible for the matching of properties and then arranging and carrying out accompanied viewings. • Responsible for allocating and signing up new tenants to all properties within a defined patch of properties, Ensure all sign ups of new tenancies and garage tenancies are carried out in a timely manner to maximise rental income and minimise potential rent loss. • Carry out effective day to day management of the GRT sites.and carry out visits to all licence holders on a regular, planned basis to identify and assist with any issues that may support the sustainability of their licence. • Monitor all local services including Highways, street lighting etc in neighbourhoods ensuring they are effective and that any service failures are reported appropriately and remedial action of escalation is taken to effective conclusion. • Ensure that the Council's responsibilities as a landlord are met by ensuring compliance with current tenancy agreement through the effective operation of estate management policies and procedures and undertaking quality assurance checks. • Provide complex advice, support and information to customers in a sensitive and confident manner, applying a customer first approach when dealing with colleagues and customers. • Deal with face to face situations with tenants that at times that may be contentious and complex in nature • Action appropriately and swiftly, all low level Anti Social Behaviour / breaches of tenancy reported or identified to you and escalate if necessary as per policies and procedures. • Undertake regular neighbourhood and block inspections in line with a regular programme, 			

identify issues and action accordingly.

- To maintain appropriate relationships with key external and internal partners representing the organisation at meetings with various agencies for example safeguarding meetings.
- Ensure that all complaints and requests for information are dealt with effectively within set timescales and resolved at the earliest point of contact.
- Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high quality services.
- Respond to enquiries, providing advice to customers in relation to the tenancy management including successions, mutual exchanges and surrender of tenancies. Proactively seek out information and apply judgement to identify solutions using own initiative.
- Take responsibility in helping customers access the full range of services and support they require.
- Responsible for carrying out technical inspections and audits of Council properties as and when required and identify and action any issues/repairs or breaches accordingly and in line with policy and procedure.
- Ensure all tenants adhere to their tenancy conditions and that action is taken to remedy any breaches
- Build up a good rapport with Customers in your designated area and initiate opportunities and encourage them to assist in shaping services.
- Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services.
- Ensure the accurate recording of data and customer information to ensure a high level of performance and standards of customer service at all times.
- Attend meetings out of normal office hours as required by the role.
- Take reasonable care of the health and safety of self, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Company under the Health and Safety at Work Act are performed.
- To coordinate information on local housing support services and advice agencies and to act as an information point for staff on services that are available locally.
- The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical Requirements:	Ability to drive
Transport requirements:	The work involves the need to visit sites throughout the North/South of the County on a regular and routine basis.
Working patterns:	Flexible working the ability to work occasional evening or weekend.
Working conditions:	Post based indoors

**Northumberland County Council
PERSON SPECIFICATION**

Post Title: Estate Officer	Director/Service/Sector: Housing Services	Ref: 3536
Essential	Desirable	Assess by

Qualifications and Knowledge		
<p>Good standard of education to NVQ Level 3 or equivalent.</p> <p>Understands the diverse functions of a large complex public organisation.</p> <p>An active appreciation of the procedural and practical issues relating to the service.</p> <p>An active awareness of and active interest in the current issues facing the service.</p> <p>Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department.</p> <p>Actively undertaking ongoing continuous professional and personal development.</p>	A relevant housing qualification or equivalent.	
Experience		
<p>Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems.</p> <p>Thorough knowledge and experience in a relevant context and service.</p> <p>An active desire to provide effective customer centred services.</p>		
Skills and competencies		
<p>Effective IT skills and ability to understand and develop the use of ICT to achieve work objectives.</p> <p>Confident and competent in expressing own views and an active participant in internal and external meetings.</p> <p>Numerate and able to analyse complex business related statistics.</p> <p>Ability to work methodically and systematically.</p> <p>Adopts a collaborative approach to work.</p>		
Physical, mental and emotional demands		
<p>Generally works from a seated position with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p> <p>Regular contact with public/clients in dispute/negotiation with the County Council.</p> <p>Exposure to unpleasant working conditions within both void and tenanted properties.</p> <p>Be able to work under pressure.</p>		
Motivation		
<p>Dependable, reliable and a good timekeeper.</p> <p>Customer focused and able to deliver within tight timescales.</p> <p>Demonstrates and encourages high standards of honesty, integrity, openness and respect for others.</p> <p>Helps to create and encourage a positive work culture, in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated</p> <p>Able to work with minimum supervision.</p>		
Other		
<p>Hold a valid driving licence and have use of a vehicle</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits