

## Job Profile: Neighbourhood Repairs Liaison Officer

**Job Title: Neighbourhood Repairs Liaison Officer**

**Job Grade: Level 3, Zone 2**

**Salary Range: £36,984 - £42,526**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

***We are looking to recruit two Neighbourhood Repairs Liaison Officers to this exciting new team. The post holders will liaise with stakeholders across the Repairs service to maintain the highest standard of service for our residents. The post holders will be responsible for managing their own workload and will also be integral in creating new service improvement projects within the team as a whole, and will liaise with Councillors and MPs on high-profile cases.***

***The role will be hybrid working, as well as visiting residential properties across Camden's housing estates, and attending meetings outside of regular office hours (evening and weekend meetings where required). Where travel to and from meetings is necessary a Camden Oyster Card will be provided, as the post holder will not have access to a Camden Council vehicle.***

### **About the role**

This exciting and cross-cutting role is pivotal in ensuring that repairs teams are represented in neighbourhoods and that key internal and external stakeholder groups have a direct access point to our repairs teams. The post holder will manage their own workload, and be responsible for analysing any trends, troubleshooting repairs related issues that arise, working closely with other teams across the council, but especially within Housing and the Supporting Communities directorate, to resolve, improve and prevent repairs issues from escalating.

This role directly supports Camden's ambition to have decent, safe, warm and family-friendly homes to support our communities. Also, that by 2030 Camden's estates and their neighbourhoods are healthy, sustainable and unlock creativity. More broadly, it supports the council's neighbourhoods initiatives.

### **About you**

You will have experience in resident liaison or customer service in a social housing repairs setting. With excellent customer facing skills and an ability to communicate with a range of stakeholder groups. The post holder will be working in a fast-paced repairs environment and will be required to manage their own time to effectively support their neighbourhood patch.

Specific duties will include:

- Regular neighbourhood presence, including meeting with Neighbourhood Housing Officers, Caretakers, residents, elected members and other stakeholders.
- Monitor and evaluate the repairs needs of our residents and provide data and information to the repairs management team highlighting those needs and identifying any trends to help continually improve the service.
- Work flexibly and creatively to prevent repairs casework escalating to formal complaints.
- To support Neighbourhood Housing Officers to resolve repairs issues for residents at the earliest opportunity, troubleshooting issues to best meet the varying needs of our residents.
- To develop and maintain an environment of continual learning, by identifying root cause patterns in barriers and obstacles to the work; outside of existing processes and procedures and address these collaboratively and creatively with colleagues and senior officers.

#### **Work Environment:**

Camden offers flexible working arrangements and hybrid working is available within our main offices. The post holder will be responsible for managing their own diary. The role is fundamentally about being within our neighbourhoods and communities with some time spent in our offices liaising with managers and officers. It is a varied role and will require flexibility with some evening meetings held in person or online.

#### **People Management Responsibilities:**

This role has no people management responsibilities.

#### **Relationships:**

This role works regularly with residents, Neighbourhood Housing Officers and Caretakers and the repairs management team. This is a cross-cutting role which will have regular contact with senior management, heads of service and directors.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.