

**Job Title: Neighbourhood Services Manager**  
**Job Grade: L4, Z2**

**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.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

**About the role:**

The Neighbourhood Housing Manager will play a significant role in overseeing and optimising the day-to-day operations within defined area. You will have line management responsibility for our Neighbourhood Housing Officers who deliver housing management services across our estates. You will act as a role model for our behaviours embedding a culture of respect and relational practice, placing our residents at the centre of everything we do.

**About you**

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

**You are passionate about housing equality:** You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

**You are proactive:** You take action to address problems and support people, as early as possible.

**You keep services accessible:** You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents.

**You take a caring approach:** You listen, understand and have others' concerns in mind. You are happiest when residents are.

**You believe in doing things together:** Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

### **Skills Framework:**

**Proactive:** Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

**Collaboration and communication:** Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

**Data, digital and systems:** Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

**Equality, diversity and inclusion:** Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

**Safety and wellbeing:** Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

You will:

- Be a confident leader managing a geographically dispersed team and inspire them to provide the very best housing service.
- Ensure that your team members understand what is required of them at work and how they can contribute and develop within the London Borough of Camden
- Have an awareness of budgets and expenditure working with the Neighbourhood Operations Manager to eliminate waste or inefficiencies.
- Be accountable for delivery of your performance and take steps to manage any underperformance.

- Work collaboratively with other areas within Housing and Property services using customer insight and data to inform trends and proactively influence change and improvement.
- Ensure we deliver our housing management and estate functions in a consistent but tailored across all tenures in line with our published policies and procedures
- Manage risk taking steps to mitigate or escalate where our vulnerable residents are concerned.
- Clearly define the service requirements for your area of operation and establish and maintain a culture of collaboration with other departments to achieve desired outcomes.
- Represent London Borough of Camden externally; develop and maintain our reputation building effective relationships with relevant stakeholders e.g. District Management Committee, MP, Members, statutory and voluntary bodies.
- Ensure you and your team follow the financial regulations, policies and procedures as set down by London Borough of Camden
- Ensure you and your team follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

### **Key relationships**

The postholder will work with:

- Our residents
- Tenant Resident Association Representatives and District Management Committee members
- Neighbourhood Operations Managers, Heads of Service and Estate Services
- Other teams within Housing e.g. Income, Allocations etc
- Property Services including repairs, planned and capital works.
- Legal both in house and external
- Complaints
- Members and MPs

### **Work environment**

The role involves managing a geographical spread of teams across the borough and travel to various locations will be necessary.

Managers are expected to provide support to our Emergency Telephone Service out of hours on a rota basis in line with our emergency plans.

### **People management responsibilities**

The post holder will report to the Neighbourhood Operations Manager

This role has direct line management responsibilities of up to 8 direct reports.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, 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 and 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. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

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**