

**Job Title: Neighbourhood Housing Support Officer**  
**Job Grade: L2, 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 Assistants will provide an efficient and effective service to residents and the Neighbourhoods team enabling estate-based teams to direct their attention to the most urgent or complex issues. You will be responsible for ensuring that our residents receive a prompt acknowledgement to their enquiry and ensure that the most urgent cases are allocated appropriately where they cannot be dealt with at first point of contact. You will actively collaborate with various stakeholders to create a positive and thriving living environment.

**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.

- Act as duty officer for the Neighbourhood and Estates Services teams, providing support in managing enquiries to acknowledge and ensure they are responded to or assigned to an appropriate officer.
- Work collaboratively with Business Support to ensure that administrative requirements are fulfilled. This will include the preparation of tailored letters tackling specific low-level ASB or estate management matters.
- Draft correspondence to residents (or groups of residents) on behalf of Neighbourhood and Estate Services Teams.
- Ensure appropriate systems are updated in line with our procedures.

- Be proactive in handling resident enquiries and make sure residents are contacted within our published service standards.
- Make sure work is allocated correctly and re allocate cases where there are absences or gaps to prevent our responses going overdue.
- Unblock or escalate any bottlenecks such as parking or access queries, low level tenancy or estate issues by ensuring they are assigned to the correct team/officer for response.
- To liaise on a day-to-day basis with internal and external customers. This to include progress chasing, ensuring all follow-up action is taken, handling further enquiries and assisting in the resolution of problems.
- To assist the Neighbourhood Housing Officers with the completion of estate inspection reports, the implementation of actions identified during those inspections and the maintenance of records of estate inspections undertaken.
- Maintain and organise estate and block keys on behalf of the team.
- Provide local administrative support to the Neighbourhood and Estate Services teams.
- Organise, prepare and distribute meeting papers and minute-taking as appropriate.

### **Key relationships**

The postholder will have regular contact with the following although the list is not exhaustive:

- Neighbourhood Housing Officers and Managers
- Caretakers and Estate Services
- Other housing colleagues such as allocations and income
- Repairs
- Contact Camden
- Complaints and Members Enquiries

### **Work environment**

The postholder will work from a range of offices from which our neighbourhood teams deliver services within the borough.

### **People management responsibilities**

The post holder will report to Neighbourhood Housing Assistant Team Leader.

There are no line management responsibilities.

### **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**