**Job Profile Information: Neighbourhood Housing Officer**

**This supplementary information for Neighbourhood Housing Officer is for guidance and must be used in conjunction with the Job Capsule for:**

**Job Zone: Place – Housing and Tenancy.**

**Level – Level 3, Zone 2**

**Camden Way Category 2.**

**Role Purpose:**

Camden’s role as a landlord is radically changing to deliver a joined up, innovative and sustainable service to residents in our properties throughout the lifecycle of their tenancies, dealing with tenants moving in, moving out and the problems and changes they may encounter whilst living in our homes, such as fluctuating financial circumstances, relationship changes, community/neighbour problems, and needing to move to more suitable properties. This role is pivotal to help our citizens living in Camden’s homes to have secure, safe and affordable housing that meets their ongoing needs and provide help and assistance to them when they need it.

This role provides a frontline, trusted service to our residents, by understanding their predictable and reactive needs and helping to inform how we should organise our service and use available resources to meet residents’ requirements. We want to make sure that on a day to day basis the Landlord Service concentrates on delivering what matters to our residents, assessing and understanding residents presenting and contextual needs, whilst embodying systems thinking principles, keeping the residents at the heart of service provision - challenging and ultimately changing where required the system of work to ensure we deliver the best outcomes for our residents.

The postholder will be required to work creatively and effectively with residents, service managers, senior officers and other stakeholders to develop, maintain and continually review the delivery and work practices and processes of Camden’s landlord services, informing changes in related and intersecting areas responsible for provision of services to our residents, in order to improve customer outcomes, and deliver more effective working practices across a common purpose.  The Neighbourhood Housing Officer will continually monitor, evaluate, and drive the direction of the work of the service in conjunction with team colleagues, team leaders, heads of service and senior officers to ensure how we measure how effective we are relates to meeting purpose by spotting trends and patterns in residents demands and system barriers that need to be unblocked to deliver an effective service.   To have a role in working directly with other services, both internal and external to meet residents demand and build resilience.

This role will not only balance frontline reactive and proactive case work to those residents living in our properties (approximately 1/3rd of our borough’s population), but also influence and drive forward continuing change both operationally and strategically, co-designing a service to meet both predictable and reactive resident demands, reflecting the needs of our customer demographics and community priorities as these change. The Neighbourhood Housing Officer is empowered to unpick the root causes of an issue, which may involve other services, leading on identifying and implementing solutions to these problems, resolving issues not only for individual residents, but also more broadly for all of those living in our homes.

Flexibility to adapt and make informed, creative and robust decisions in challenging situations to obtain the best outcomes for our residents and the borough is crucial in delivering this frontline role. This role involves relationship building and problem solving with our residents over many years, across a range of functions; challenging existing processes, systems and barriers through continual learning and gathering of evidence relating to trends.

The Neighbourhood Housing Officer not only needs to build individual skills to meet the needs of our residents and communities (see below); but continually improves, reflects and builds on practice, performance measures of their own work, and that of their team and systems of work that affect this, contributing to shared learning and managing their own workload in conjunction with that of a multi skilled team working to a common purpose.

**Example outcomes or objectives that this role will deliver:**

* To understand our customers ongoing presenting and contextual needs and our properties and neighbourhoods;
* To develop skills and knowledge in key areas to meet customers’ demands;
* To offer as part of a collaborative neighbourhood team one clear trusted point of contact to resolve resident demands;
* To support residents to solve problems at their root cause to build future strength in our communities and individuals;
* To deal with things as early as we can, and as much as we can, pulling in support when needed to resolve resident issues in partnership with other officers, services and organisations;
* To learn about the work and develop the service in line with systems thinking principles to meet the changing needs of our customers;
* To understand our capacity for reactive and proactive work;
* To work closely with and develop partnerships with other agencies, teams and colleagues to deliver a service consistent with the changing needs of our customers;
* To act as a lead contact for at least one Tenant and Resident Association in the neighbourhood;
* To promote and engage in restorative principles and participatory practice in working with our residents and partners.

**Relationships;**

* To work closely with officers within the neighbourhood team, senior officers and elected members to meet customer demands effectively.
* To work closely with colleagues in other services to resolve problems, and to pull in colleagues and partners where the skills or knowledge are not available in the neighbourhood;
* To identify patterns in barriers and obstacles to the work and address these collaboratively with peers and senior colleagues;
* To build close working partnerships in the neighbourhood area and other teams to best deliver for Camden residents in our properties, for example NHS, Police, Domestic Violence and Money Advice agencies and professionals.
* Ability to work collaboratively across Directorates, teams and external partners to deliver our purpose and principles;

**Work Environment:**

* Working proactively in our neighbourhoods to get a good understanding of residents and our properties as well as working closely with other agencies.
* Working in 5PS and other Camden offices and homeworking when not out in neighbourhood;
* Attendance at external meetings, sometimes outside normal working hours, may be required, such as TRA meetings and community events.

**Technical Knowledge and Experience:**

* Ability to listen and understand resident demands, and sensitively work to identify relevant contextual issues that may not be apparent from the presenting demand;
* Ability to build capabilities and encourage tenants to reach their own solutions;
* Ability to use initiative to meet resident demands creatively and innovatively to explore possibilities for improvement and more effective delivery.
* Ability to understand patterns of resident demands and provide a flexible approach according to individual needs;
* Ability to develop skills, knowledge and expertise to meet resident demands in the neighbourhood, for example:
  + Money, Debt and budgeting;
  + Employment and skills;
  + Health and support;
  + Resolving disputes;
  + Tenancy law;
  + Housing Options.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**