**Job Profile Information: Neighbourhood Managers**

**This supplementary information for Neighbour Managers is for guidance and must be used in conjunction with the Job Capsule for**

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

**Level 4.2 Camden Way Category 2.**

**Role Purpose:**

To help our residents living in Camden’s homes to have secure, safe and affordable housing that meets their ongoing needs and provide help and assistance when they need it.

To act as the lead for a team of about 10 Neighbourhood Officers and provide support to a number of co-located staff

To support and coach members of the team - to understand what residents need and want and consider how best to deliver this.

The Neighbourhood Manager will understand patterns in resident demands and unblock barriers getting in the way of this work. This potholder will identify gaps in skills knowledge and experience of the team and work to fill these gaps. – This includes recruitment, training, supervision, disciplinary matters as appropriate

To work creatively and effectively with Service Managers and other colleagues to develop, maintain and review the services of Camden’s landlord services.  To monitor and evaluate the work of the service in conjunction with Neighbourhood Officers, Team Leaders, and multiple Heads of Service to ensure that measures data is being used to understand and improve the service. To take a designated or shared role in working with other services to understand interconnections and what needs to change to improve service delivery.

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

* The Lead Neighbourhood Manager is responsible for maintaining an overview of current workloads of their Team - working closely with their colleagues in other localities to spot patterns and trends in resident demands and needs and contribute to monitoring the overall effectiveness of the neighbourhood team in meeting purpose;
* To understand residents, properties and neighbourhoods in context;
* To develop skills and knowledge in one or more key areas to meet residents’ demands;
* To offer as part of a collaborative Neighbourhood Team one clear trusted point of contact to resolve residents demands – Helping staff to support residents to solve problems at their root cause to build future strength in our communities and individuals; Actively learning from situations and dealing with the consequences of any gaps in service, e.g. formal complaints
* To *ensure neighbourhood officers deal* with issues as early as possible, and as much as possible, 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 residents;
* To understand the team’s 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 customers’ changing needs; *-*
* *In conjunction with Community Safety and partner organisations, address anti-social behaviour problems in the area managed and make a major contribution towards improving local community safety/SNT/mental health trust/ASC*
* *To act as lead contact for the District Management Committee this includes preparing reports for DMC, attending DMC meetings, ensuring bids are progressed within the financial year. Support staff to engage with residents in their neighbourhoods.*
* To promote and engage in restorative principles and participatory practice in working with our residents;
* To manage the system of work at a locality level for 10 officers
* To support problem solving with team members using systems thinking principles;

**Further objectives** –

Manage DMC budgets and Improvement Budgets ensuring staff acess them appropriately and accurate records kept.

Oversee and monitor void management processes from notice of vacation to sign up

Ensuring health and safety guidleines being met – fire safety, mental health

Have an in depth knowledge of Housing law and tenancy and leasehold issues.

To plan and deliver induction plans for new colleagues in systems thinking principles and principles of working in the Locality. – and recruting staff

**Relationships;**

* To build capabilities and enable staff to perform to the highest standard with minimal need for support;
* To work closely with officers within the Neighbourhood Team, senior officers, elected members and community groups to meet resident’s demands effectively.
* To work closely with colleagues in other services to resolve problems, minimise duplication, 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 Locality area and other teams to best deliver for Camden residents, 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;
* Ability to lead and inspire officers to deliver a shared purpose.

**People Management Responsibilities:**

* Managing a team of up to 10 direct reports to ensure an effective service is delivered –It is expected that the postholder will provide managerial support to staff across the wider landlord function as required. –
* The poste holder may be required to deputise for their Service Manager.

**Work Environment:**

* Working proactively in our neighbourhoods involving a significant number of visits to ***residents***, accommodation and other agencies.
* Working in 5PS and other Camden offices and homeworking when not out in Locality;
* 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 spot patterns, trends and blockages preventing an effective service and build evidence bases to support change;
* Ability to persuade and inspire others and communicate effectively with a wide range of stakeholders;
* Ability to listen to and understand residents demands, and sensitively work to identify relevant contextual issues that may not be apparent from the presenting demand;
* Ability to coach, build capabilities and encourage residents and officers to reach their own solutions;
* Sound undertsanding of *housing law and tenancy/leaseholder management legislation*
* *Ability and aptitude to work with a number of different IT packages****.***

**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/>