

Job Profile

Job Title: Neighbourhood Manager

Job Grade: Level 4 Zone 2

Salary Range: £42,687 - £49,515

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.

About the role

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 up to 10 Neighbourhood Officers and provide support in conjunction with their manager 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 post holder will identify gaps in skills, knowledge and experience of the team and work to fill these gaps; this includes recruitment, training, supervision and disciplinary matters as appropriate.

To work creatively and effectively with Service Managers and other colleagues to develop, maintain and review 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 measured 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.

About you

- The 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 and 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 up to 10 officers
- To support problem solving with team members using systems thinking principles.

Work Environment:

Based in a neighbourhood offices in the area that you manage and a degree of home working. Requirement to attend meetings across Camden and occasionally in the evenings

People Management Responsibilities:

- 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.

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.

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). 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 or post to 5 Pancras Square, London, N1C 4AG.