



Ipswich Borough Council Job Description: **J17**

Neighbourhood Team Manager

Main Purpose of Job

To manage the day-to-day operations of a Neighbourhood Team for the effective delivery of housing services: ensuring tenancies are well managed and that performance in key areas of rent collection and arrears, void management and anti social behaviour is maintained, reporting to the Operations Manager -Tenancy Services.

Main Duties

1. To lead, manage and develop staff to their full potential, using performance management framework to include recruitment & selection, training & development plans and succession planning. To supervise employees in accordance with Human Resources policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities. Ensure an integrated approach to service delivery and consistent achievement of agreed service outcomes.
2. To assist the Operations Manager - Tenancy Services by leading and/or being a team member responsible for developing Housing Services activities, including new initiatives and procedures, encompassing communication and consultation with service users. Take responsibility for managing other areas during holidays and sickness or as determined by management.
3. Monitor performance against all KPI's and related areas including rent collection and arrears, and void times. Prepare, submit and present performance, financial and other reports to the Tenancy Services Management Team, Area Housing Forum and others as required.
4. To take financial responsibility within delegated parameters for monitoring and controlling neighbourhood budgets and expenditure. Investigate where actual varies from target and effect remedies. Liaise with the Repairs Centre to ensure all housing repairs are carried out in accordance with agreed procedures and that responsive repairs budget is managed effectively.
5. Responsible for the control of the level of rent arrears and maximising rental income, and enforcement of Tenancy conditions in close liaison with other Council departments, to include the supervision and co-ordination of arrears management.
6. Manage health and safety within area of responsibility maintaining health, safety and welfare of employees, tenants and other members of the public, ensuring that employees are trained in, and adhere to, safe working practices.

7. To liaise with individuals and organisations at all levels, including Tenants and Residents Associations and Community Groups, to develop and maintain good working relationships with all relevant parties. Deal with complaints and enquiries from tenants, the Press, MPs and Councillors. Attend Area Forums and resident association meetings and make presentations as required. Respond to emergency enquiries, which may be out side normal office hours.
8. To engage with the local community, fostering relationships, attending public meetings. Liaise with contractors, other service areas and external agencies to identify and implement service improvement initiatives.
9. Work in partnership with agencies such as Health, Social Services and the Police to develop and sustain the local environment. This may include presenting evidence in Court, leading Housing Forums and making presentations to the Community.
10. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Ipswich Borough Council
Person Specification – J17

**NEIGHBOURHOOD TEAM MANAGER
TENANCY SERVICES**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Educated to degree level or hold a relevant equivalent housing qualification or equivalent		▪ Application ▪ Certificates
Work Related Experience / Job Related Skills	▪ Experience in a local authority housing context or other related field preferably with some staff management experience		▪ Application ▪ Interview
Specialist Knowledge	▪ Good working knowledge of Microsoft Windows applications ▪ Proven ability to successfully manage budgets, including monitoring and reporting	▪ Knowledge of relevant sections of housing legislation and welfare rights desirable ▪ Knowledge of Housing Services IT applications	▪ Application ▪ Interview
Personal Skills	▪ Proven ability to lead, motivate and develop staff ▪ Proven ability to communicate at all levels, including external organisations both verbally and in writing ▪ Demonstrates ability to deal with people in a respectful and positive manner at all times ▪ Ability to resolve complex problems ▪ Ability to work on own initiative, setting priorities and organising workloads as necessary ▪ Advocacy skills for court work ▪ Sympathetic but resolute in approach		▪ Application ▪ Interview
Other Requirements	▪ May be required to work outside of normal working hours and to attend evening meetings ▪ Valid driving licence		▪ Application ▪ Interview

