

JOB DESCRIPTION & PERSON SPECIFICATION

Neighbourhood Services Officer

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Neighbourhood Services Manager
Direct reports:	None
Team:	Neighbourhood Services
Department:	Housing and Neighbourhoods

JOB SUMMARY: Act as custodian of ISHA's neighbourhoods and buildings ensuring that day to day services are delivered in a customer centred way. Take ownership for the appearance of communal areas and the condition of buildings through a regular programme of inspections and liaison with contractors and colleagues.

Be the visible presence of ISHA in our Neighbourhoods, working with customers and stakeholders to improve the neighbourhood's attractiveness, cleanliness and safety and ensure that all the above is driven by ISHA values of Respect, Passion, Pride and Trust.

PRINCIPAL RESPONSIBILITIES:

1. Be customer centred and ensure that customers are welcomed to their neighbourhoods and ensure that information is made available on a range of local services and the use of fixtures in their homes e.g., boilers/stopcocks. To be highly visible and accessible within the neighbourhoods.
2. Offer a comprehensive set of neighbourhood's services either directly or in conjunction with contractors in line with the needs of the neighbourhood.
3. Carry out regular neighbourhood inspections in line with the programme set out by ISHA and to involve customers. Dealing with matters arising from inspections promptly. To pass on neighbourhood concerns and issues to the relevant colleagues/teams.
4. Raise communal repairs and pre and post inspect a range of repairs. You will work closely with customers and colleagues in other teams to recommend the delivery of estate improvements. Carry out maintenance including replacing communal light bulbs and undertake minor repairs of communal fixtures and equipment, resetting timers, reporting all items requiring expert attention or replacement.
5. Liaise with local authority partners and other stakeholders to ensure the better delivery of services to customers.
6. Ensure contractors deliver local service to the standard agreed and sign off invoices in line with the local service charge budgets and the financial regulations.

7. Work with colleagues and other agencies to develop anti-social behaviour action plans especially where they impact on communal areas. Remove or arrange for the removal of graffiti, undertake emergency cleaning and the prompt clearance of ice and snow.
8. Ensure that customers and staff's health and safety issues are reported and actioned as soon as possible. To support customers during significant loss of service such as loss of water, heating, electricity, and lifts etc, including out of hours. To act as a key/fob holder for buildings and emergency contact.
9. Accurately record all customer contacts and actions on the customer service management system & Kypera.
10. Take ownership and responsibility for any service-related complaints/queries from customers ensuring that the customer experience is positive, professional and within set timescales at all times.
11. Manage all contacts in line with ISHA's quality standards, data protection policies and equality & diversity policy.
12. Take reasonable care to ensure personal safety and that of others and comply with Health and Safety policies and procedures.
13. Participate in 1-1s and yearly appraisals.
14. Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
15. The post holder will form part of the out of hours rota.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

16. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
17. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
18. To comply with ISHA's Code of Conduct, IT, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
19. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
20. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, can-do, excellence, mutual respect, people focus, and in

your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Neighbourhood Services Officer		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	Good general education with excellent literacy and numeracy skills.	✓	
Experience			
3.	Extensive customer focus experience.	✓	
4.	Experience in estate services and building inspection experience.	✓	
5.	Experience of working in the Housing sector.	✓	
Knowledge & Skills			
6.	Excellent attention to detail skills.	✓	
7.	Exceptional interpersonal skills.	✓	
8.	Is curious, with a strong desire for continuous improvement (for self and others).	✓	
9.	Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines.	✓	
10.	Strong, creative, problem-solving skills and able to work well under pressure.	✓	
11.	Always demonstrate a high level of professionalism, working with minimal supervision to complete tasks accurately the first time	✓	
12.	Ability to work on your own, and as part of team.	✓	
13.	A high level of proficiency using Microsoft Office.	✓	
14.	A Valid Full UK Drivers Licence.	✓	
15.	Professional, Flexible, and enthusiastic about work.	✓	
16.	Ability to work within the organisation's policies and procedures and implement them effectively	✓	
Values			
17.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> Pride in team ISHA Passionate commitment to customers Trusted to make the difference Respect for everyone 	✓	