

JOB DESCRIPTION

JOB TITLE:	Safer Neighbourhoods Team Leader
GRADE:	6A
REPORTING TO:	Safer Neighbourhoods Manager
RESPONSIBLE FOR:	Locally based safer neighbourhood teams

ROLE SUMMARY

The Safer Neighbourhoods Team Leader will manage the operational delivery of a group wide approach to proactively and effectively deal with breaches of tenancy using all appropriate tools and powers to resolve issues. Developing effective internal and external working relationships across neighbourhoods involving other partners including the police and local authority to ensure there is a coordinated response to issues of breach of tenancy and anti-social behaviour on estates.

To assist the Safer Neighbourhoods Manager in managing performance and supporting frontline teams delivering services direct to customers in line with the vision and values of the organisation.

MAIN DUTIES & RESPONSIBILITIES

- Assist in the delivery of an outstanding safer neighbourhoods service across the group to ensure an effective service which deals with breaches of tenancy quickly and effectively using all tools and powers available
- Assist the Safer Neighbourhoods Manager in the effective deployment of resources to ensure an efficient Group wide service.
- Maintain effective partnerships with the local authority, police and others to ensure the response to anti-social behaviour and serious breaches of tenancy is coordinated and effective and links with initiatives to reduce crime and anti-social behaviour in the areas covered by the Group.
- Ensure effective management of safeguarding issues and appropriate support for victims of anti-social behaviour and serious breaches of tenancy.
- Contribute to the development of ASB policies and procedures and ensure they are effectively delivered and monitored to ensure that high quality consistent services are delivered in every location.
- Represent Believe Housing on appropriate networking groups and act as an ambassador for the organisation.

- Support the development of neighbourhood teams to ensure the service continues to meet customer and business needs.
- Ensure the effective delivery of Service Level Agreements across believe housing to ensure that all service standards are monitored and delivered.
- Manage performance, including production of appropriate performance data as required, meeting success measures and targets and drive continuous improvement
- Ensure effective management of the Safer Neighbourhood Team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	NVQ level 4 or equivalent or relevant experience in a management role for a housing provider	Evidence of further professional development or qualification	Application Form Selection Process Pre-employment checks
Experience	<p>Experience in the delivery of operational housing services</p> <p>Experience of leading, developing, motivating and managing a team of staff</p> <p>Experience of delivering outstanding customer focused services</p> <p>Experience of partnership working with internal and external stakeholders and agencies to deliver support and advice to customers</p> <p>Experience of producing performance management data and determining outcomes and impacts</p> <p>Ability to work as part of a team and in partnership with other services and officers</p>	<p>Experience of working in multi-disciplinary teams</p> <p>Experience of delivering Estate Services</p>	Application Form Selection Process Pre-employment checks
Skills/knowledge	<p>Working knowledge of housing law, ASB legislation and current housing issues</p> <p>Excellent interpersonal skills, including being able to influence, persuade and negotiate to achieve positive outcomes</p> <p>Able to use coaching skills to support others</p>		Application Form Selection Process Pre-employment checks

<p>Excellent organisational skills and ability to produce quality work to tight deadlines</p> <p>Able to communicate information confidently to a range of audiences</p> <p>Ability to manage a high workload and conflicting priorities.</p>		
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