

Neighbourhood Sustainability Officer

October 2021

Leeds & Yorkshire Housing Association

Recruitment Information Pack



Neighbourhood Sustainability Officer

Contract Type: Permanent, agile working

Salary: £28,905, plus £3000 Car Allowance per annum and £312 working from home allowance per annum

Hours of Work 37.5 hours per week, Monday to Friday

Generous benefits: 25 days leave, plus bank holidays, Occupational Pension Scheme, Flexible working hours and family friendly policies

Welcome & the opportunity

Thank you for taking an interest in this role with Leeds & Yorkshire Housing Association (LYHA). LYHA is an amazing place to work for those who can turn vision into reality, are happy to be accountable for their results and have the energy levels needed to drive positive change. We are committed to enabling our customers to live well by providing warm, safe and secure homes, by investing in relationships and by delivering great services. We have high expectations and are passionate about our customers. If you share these values, then read on.

The Neighbourhood Sustainability Officer will be an integral part of LYHA's Neighborhoods Team providing services to a small patch on homes. In short, your role will be to make our customers happy by delivering an outstanding customer experience, acting as an ambassador for LYHA. It's not just about providing our customers with a home or delivering basic services, this unique role provides an opportunity to be highly engaged, building relationships with customers and colleagues.

You will be a single point of contact for colleagues and customers, responsible for oversight of all activity on your schemes and delivering services in line with management agreements. You will have direct responsibility for sustaining tenancies and working closely with maintenance and estates colleague to ensure achievement of KPIs and successful delivery of services to customers.

But in this role, you have an opportunity to have a far wider impact than that, through your vibrant approach you will actively identify opportunities to make a real difference, enabling thriving communities. You won't be alone, you will be working closely with colleagues across the business to make sure that where our customers need support, that we help them and ensure we deliver an outstanding customer experience.

Whilst you will be employed and work for LYHA most of the homes you will be responsible for managing are owned by the Harrison & Potter Trust. The Harrison & Potter Trust is a charity which is both an almshouse charity and a grant making charity. The organisation traces its origins to the John Harrison's hospital founded in April 1653 and Mary Potter's Hospital founded in April 1728. These charities were brought together by a new scheme in 1970 and now own and operate two almshouse developments at Raglan Road and Lovell Park Road in Leeds. In addition, the charity supports various local projects and individuals in need. Building relationships and being accountable to Trustees will also be an important part of your role.

A shared sense of purpose and a commitment to our BELIEVE values are just as, if not more important than the ability to do the job, you can find more information about our Mission, Vision and Values here [Together 2023](#). This is an excellent opportunity to shine and make a positive difference and if you feel like this could be the role for you, we would love to hear from you.

Our team

You will be joining our fantastic Neighborhoods Teams. Our manager is Michael, who has worked with LYHA since 2018, Craig our Neighborhoods Team Leader will be your line manager and joined us in 2019. You will be working in a small supportive team consisting of three Neighbourhood Officers Sarah, Nina and Paul, our two dedicated Income Officers Katy and Chris and our Community Investment Officer Tom. In this role you will also be working closely with our leadership team and the Trustees of Harrison & Potter Trust.

Our location

You will work within Leeds, with a defined patch of homes to manage. Colleagues are encouraged to work flexibly, and you will have the opportunity to mix your working week between working from home and from our new modern office in Headingley. You will be provided with all the technology and kit that you need to work from anywhere

Your working hours

Our Neighborhoods Team provide a critical service in supporting our customers. Our office hours are 8:30 – 5:00pm Monday to Friday. Sometimes to meet the needs of our customers you may need to work outside these hours. That being said we do offer agile working and our focus is on getting the job done and delivering an excellent experience to our customers not your working hours.

About you

You will demonstrate empathy and be bold at identifying solutions to those more challenging or difficult situations that occur from time to time.

You will be passionate and committed to delivering outstanding customer service with a genuine desire to help and support our customers. You will be a 'People Person' with the ability to communicate effectively being friendly, empathetic and solutions focused.

You will demonstrate effective relationship, negotiation, conflict resolutions skills and the ability to self-manage, organise and prioritise. You'll also need an understanding of housing, neighbourhood management, housing law, universal credit, welfare benefits and how this relates to the work of a Registered Provider.

It's important to us that you have worked in a customer facing housing environment. We'd also really like you to have experience of managing rent accounts and allocating properties within an RSL setting. Bringing these skills would definitely be advantageous.

It's your "can do" positive attitude, enthusiasm and commitment to delivering an excellent customer experience that are critical to make this role a success. We will support you and provide opportunities for you to continue your own professional development.

At LYHA we have invested heavily in our future and use current and up to date equipment. You'll be issued with the latest kit, which will include a laptop, iPad and mobile. So, it's really important to us that you are technologically savvy.

You will spend significant amounts of time visiting your estates and being visible and accessible to customers therefore, you need to be able to drive, as well as having access to a car insured for business purposes.

Equality, Diversity & Inclusion

LYHA is committed to equality of opportunity in employment for all its employees and to developing work practices and policies that support employees to achieve a work-life balance. One of our aims is to be an Employer of Choice. By offering a desirable working environment, with a professional approach to our service provision supported by attractive terms and conditions. We positively welcome and support diversity in our workforce and welcome applications from all sections of the community.

Further advice and alternative formats

If you need further advice or assistance to apply for the role, please contact LYHA Human Resources by email at: recruitment@lyha.co.uk

How to apply

Please submit an up-to-date Curriculum Vitae (CV) and a covering letter as your submission for the post. The CV and letter combined should be no more than 4 sides of A4.

It is important that your CV and letter highlights the supporting evidence of how your previous experience, knowledge and skills relate to the requirements as set out in the role profile and person specification.

The selection process is based on both covering letter and CV. With more weight given to your covering letter. Within your covering letter should demonstrate how you specifically meet the Person Specification for the role.

Within your CV, please ensure that you provide the following information:

- Full name and postal address
- Work and home telephone contact numbers and your email address
- Employment history
- Qualifications
- Current Memberships of relevant professional associations/institutes

Key Dates:

Advert released	6 th October 21
Advert Closed	20 th October 21
Interviews	1 st November 21 or 3 rd November 21



LYHA is committed to attracting and retaining colleagues and board members who can make a valuable contribution to its ongoing success. Effective recruitment is essential to the delivery of LYHA's plans and as such we adopt recruitment practices and processes which ensure that the best candidate is appointed. LYHA is committed to ensuring equality of access and opportunity in these practices and processes for all applicants.

LYHA has been awarded **Disability Confident** status by the Department of Work and Pensions. Disability Confident is a national scheme that aims to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations.

Definition of Disability

The Equality Act 2010 defines a 'disabled person' for the purpose of the Act as a person who has a 'disability' if they have a physical or mental impairment that has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities.

Reasonable adjustments

To support our aim of removing barriers to employment for disabled people, we are committed to making any necessary reasonable adjustments. These adjustments may include modifying the selection process, the job role or the working environment. To assist us in planning to accommodate your individual needs, we ask that candidates let us know during the recruitment process either on your covering letter or an additional letter. This information will be treated as confidential within the recruitment process and will be used solely with your consent, for the purpose of the recruitment and selection process.

Guaranteed interview

LYHA has a policy to interview any disabled applicant who meets the essential special criteria for the role. You must also be able to demonstrate that you meet the criteria. We also consider any reasonable adjustments that need to be made as we wish to ensure that disabled candidates needs are considered during the selection process.

Further advice and alternative formats

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Job Title: Neighbourhood Sustainability Officer

Reporting to: Neighbourhood Team Leader

Date: October 2021

Job Description

Main Duties

1. To ensure that our Almshouse customers have all the support they need to sustain their tenancies and thrive in their communities. As the single point of contact for colleagues and customers, your role is to coordinate, consult and nurture relationships. In turn you will ensure the delivery of an excellent joined up customer experience that delivers high levels of customer satisfaction.
2. To work intensively with a smaller client group to identify and support customers who may have additional needs or require support to sustain their tenancy and live independently, you will promote independence, not dependence. This will require you to undertake frequent customer support visit and develop excellent working relationships with partners to support customers living independently. You will also be working with partners to develop outcome-based support plans for customer where required.
3. Deliver on agreed targets on the reduction of current and former customer rent arrears in a timely manner. Support customer to maximise their income by helping customers with UC claims, welfare benefits and associated issues
4. Be responsible for the successful delivery of generic housing management activities including income collection, void management, estate management, customer involvement, anti-social behaviour management and other related tasks. Monitoring and achieving KPI targets in all these areas.
5. To coordinate with maintenance teams and liaise with contactors and other service providers and key stakeholders to ensure the successful service delivery and development of planned programs.
6. Be creative and bold in managing your patch ensuring our customers' homes and environments are safe, secure and well managed, this will include undertaking routine health and safety inspections and checks on the Almshouse estates and in communal areas. You will also deliver agreed fire actions following site FRA's such as PEEP's and manage and monitor contracts that have an impact on customers such as Assisted Living, Warden Call.
7. To continuously improve services to meet challenging targets and obtain best value for customers, working in partnership with stakeholders, external partners, and colleagues. A focus on customer satisfaction is a must and you

will be driven by a desire to deliver our Customer Commitments and achieve high level of customer satisfaction.

8. With an eye for detail, you'll reach sound, evidence-based decisions on generic housing management issues, focusing on solutions to deliver great outcomes for our customers.
9. As you will be responsible for managing rental income on your patch and supporting our Property & Assets team in monitoring and supporting the delivery of our estates and repairs/planned maintenance services, some of which are service chargeable, you will have an eye for detail with a commercial awareness and a desire to ensure these service achieve high levels of value for money for customers.
10. You will need to ensure record keeping is of a high standard and done in a timely manner ensuring that LYHA have an accurate and relevant record of its customers.
11. You will also be responsible for identifying opportunities to introduce customer involvement or community investment activities for Almshouse customers supporting LYHA in delivering its Community Investment Strategy.
12. Periodic reporting to the H&P board on routine housing activities, projects and performance will be an important part of your role in keeping trustees informed and building positive relationships with them.
13. From time to time and only after all other routes have been exhausted you will be required to prepare for, attend, and present possession and other cases in court.
14. To achieve all of this you will need to have a positive, flexible and proactive approach to neighbourhood management which at times will require you to work outside of normal office hours in ensuring our customer receive an excellent service.
15. Finally, you may be asked to support the business with any other duties as agreed with the Neighbourhoods Team Leader or other members of the Leadership Team.

Person Specification

Job Title: Neighbourhood Sustainability Officer	
Date: October 2021	
Qualifications. Knowledge & Behaviours	
1	Excellent knowledge of housing and neighbourhood management, housing law, Universal Credit and welfare benefits and reform and how this relates to the work of a Registered Provider, with an understanding of relevant environmental and social issues
2	Experience of working within a customer-focused role, adept at building relationships with great negotiation, problem solving and conflict resolution skills.
3	We would like you to already hold at least a level 3 CIH qualification or have the willingness to work towards this.
4	Organised and driven, able to manage a broad range of competing priorities and deadlines whilst maintaining your own resilience and wellbeing and meeting deadlines
5	A self-starter with a positive “can do” attitude able to work on your own initiative, combined with sound judgement about when to escalate issues
6	Naturally empathetic, you can build rapport quickly and are always focused on delivering for customers whilst maintaining confidentiality and professional boundaries
7	Effective team player who works cooperatively with others and shares ideas
8	Enthusiasm and motivation to deliver high levels of customer satisfaction, continually developing and improving services to achieve this.
9	Excellent communicator with high levels of both verbal and written communication skills.
10	Tech savvy, you’ll be comfortable working with digital technology and confident in the use of IT systems
11	Positive attitude with a demonstrated commitment to LYHA’s BELIEVE values.
12	Flexibility and adaptability to hours, ways of working and priorities
13	Ability to drive and access to own vehicle-(Essential)

Our Mission, Vision & Values

We firmly believe that everybody deserves a safe, warm and affordable home. However, we are about more than bricks and mortar; we strongly believe that people and communities should be supported to thrive and live well in sustainable tenancies.

In September 2020 we launched our new three-year corporate plan which sets out our new vision, mission and values for LYHA. It's called Together 2023 because it's all about partnership with our customers, to shape what we do and how we do it and customer feedback played a very important role in developing this plan.

Our Mission: *“We will enable our customers to live well by providing warm, safe and secure homes, by investing in relationships and by delivering great services”.*

Our Vision: *“To ensure all of our customers live in a home they love and in a community in which they can thrive”.*

Our Values:



What do these values mean to us?

Bold – we are unafraid to try new things, meaning that we take informed risks to help us be better at what we do.

Empathetic – we understand and always try to see the perspective of others.

Loyal – we are dedicated to what we do for our customers, take responsibility and are ambassadors for LYHA.

Integrity – we always act with honesty and transparency and spend money wisely.

Ethical – we always do the right thing in the right way, rather than take the easy option.

Vibrant - we are dynamic and passionate about delivering excellence and the opportunity we have to make a difference.

Engaged – we work as a team and understand the importance of colleague and customer involvement in how we make decisions.

For further information please view our [Full Corporate Plan](#) - Together 2023 or our [Corporate Plan Summary](#).