



JOB DESCRIPTION

Job Title:	Senior Neighbourhood and Compliance Officer
Pay Range:	£38,000 – £41,000 (depending on experience)
Hours:	35.00 hours
Work Pattern:	Monday - Friday
Location:	Clapton Park Management Organisation (CPMO), London E5 0HL
Responsible To:	Housing Services Manager
Responsible For:	Caretaker team

PURPOSE OF JOB

To contribute to the overall performance of the organisation by monitoring and recording standards of service delivered while also seeking continual improvement in outcomes.

You will need to demonstrate a commitment to improving standards and ensuring the safety and quality of social housing in compliance with legislation across all service delivery.

The role will monitor communal safety and antisocial behaviour risks and take steps to minimise the incidence of these as well as the environmental impacts. It will also seek to enhance the amenity and estate environment for the benefit of residents.

In addition, lead on key elements of housing management including estate inspections, voids & lettings, communal ASB, high level ASB moves and insurance claims.

You will organise, manage, coach and motivate a team of estate staff who deliver caretaking and other grounds services, for the benefit of all residents. Deliver a high standard of housing management to new and existing residents working in conjunction with Housing Services, Customer Services and the Repairs and Maintenance Teams.

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You will also need to maintain an estate presence and supervise estate staff to ensure services are performed to the highest standard and ensure that safe working practices are followed. This will include maintaining and monitoring the estate service standards across Clapton Park Management Organisation (CPMO) by carrying out inspections and agreed activities and ensuring that a rota for caretaking service is managed and monitored.

Duties

- Organise and lead on estate inspections on an agreed frequency and record standards and issues. Ensure maintenance standards and legislative requirements are reported to Repairs & Maintenance Manager agreeing corrective action to rectify any shortfalls
- Work with the Customer Engagement Lead on resident engagement seeking and coordinating wider residents input across a range of activities, which includes but not limited to inspections & walkabouts, promoting and supporting the organisation's social activities to help achieve their successful outcomes
- Manage up to eight caretakers including their recruitment, induction, attendance, performance, conduct and record one-to-one supervision for each one monthly, and carry out staff appraisals
- Responsible for maintaining health and safety of the team, particularly compliance with COSHH regulations, working at heights, fire safety and to ensure training needs are met supported by the Repairs & Maintenance Manager
- Monitor and ensure completion of timely and accurate records in the performance of caretaker duties, such as reporting of anti-social behaviour, repairs and health & safety issues
- Monitor the grounds maintenance contract, ensuring compliance with standards, costs and delivery
- Plan, organise and arrange for the safe distribution/movement of PPE, materials and other equipment to members of the caretaking team; ensuring accurate record is kept at all times of the level and safety of supplies. Ensure record keeping and checks are completed
- Lead on ensuring that information, help and advice is always available to residents in pursuit of good CPMO/resident relations. Keep notice boards stocked with up-to-date and relevant information
- Lead on dealing with all insurance claims for both communal and individual resident matters

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- Investigate and action all anti-social behaviour matters in communal areas. Lead on housing options for high level anti-social behaviour and work with the Councils anti-social behaviour team
- Responsible for CPMO's void and lettings process to ensure performance target to this area of work is achieved
- Maintain and develop links with volunteering organisations to help improve the appearance of the estates
- Investigate and resolve complaints within allocated timescales and procedure, to the customers satisfaction
- Keep accurate and detailed records of contact with residents
- Devise and implement the quarterly and annual cleaning schedules for deep cleaning of bins, staircases, etc.
- Ensure the security of the communal areas, including checking of lighting, etc, and alerting colleagues to security problems
- Carry out tenancy audits as directed by the Housing Services Manager
- Deputise in the absence of the Housing Services Manager



PERSON SPECIFICATION

POST: Senior Neighbourhood and Compliance Officer	Clapton Park TMO	
GRADE: Senior team member	LOCATION: Clapton Park, London Borough of Hackney	
*CRITERIA	JOB REQUIREMENTS	*M.O.A
	Skills and Abilities	
E	Effective written communication skills with the ability to keep accurate records and draft correspondence and reports to a good standard.	A/I
E	Leadership skills	A/I
E	Decision making and problem solving	A/I
E	Effective time management with the ability to plan, prioritise and manage own work to ensure agreed targets and deadlines are met.	I/T
E	Ability to work effectively using own initiative, or as part of a team.	I
E	Strong interpersonal skills with the ability to communicate effectively and confidently to a range of stakeholders.	I
E	Teamworking and developing staff	A/I
E	The ability to plan, manage, deploy and develop staffing resources to provide an effective customer focussed service	A/I
D	Computer literacy skills.	I/T

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	Qualifications and Knowledge	
E	Good level of general education: 5 GCSEs at grade C or above including English and Maths or equivalent experience with language and numbers.	A/C
E	Good IT skills	A
	Experience	
E	Five years' experience of managing the delivery of estate services (cleaning and or grounds maintenance)	A/I
D	Understanding of budget management	A
E	Knowledge of current health & safety legislation	A/I
	Circumstances	
E	Able to attend occasional weekend/ evening meetings	A
E	Visit all estates on a weekly basis	I

*CRITERIA	*M.O.A (METHOD OF ASSESSMENT)
E = Essential D = Desirable	A =Application Form I =Interview T = Test C = Certificate P =Presentation AC =Assessment Centre