

Job Description

Job Title:	Neighbourhood Support
Reporting to:	Regional Manager
Department:	Housing Services
Direct Reports:	None
Budget:	None
JD date reviewed:	May 2025
Job Level:	11
Job Family:	How we operate

Job Purpose

To support the delivery of excellent neighbourhood services in a region through our Place Based approach to our customers.

Key Strategic Responsibilities

To support the neighbourhood and specialist housing teams to deliver the best place-based services for Eastlight's residents.

To ensure that you are contributing to our overall corporate goals of being resident-led, place-based and focused on partnership working.

Key Functional Responsibilities

- Provide administrative support across neighborhood services and specialist housing teams, including data entry, document preparation, scanning, correspondence, and digital filing.
- Support the delivery of tenancy-related services, including new tenancy sign-ups, terminations, document collation, and tenancy data processing.
- Administer mutual exchange applications, completing verification checks, tracking progress, coordinating sign-ups, and maintaining accurate records.
- Input and update tenancy and customer data, including the returns of continuous reporting of social housing data, rent account information, ID verification, and scanned documentation.
- Manage incoming enquiries from customers, colleagues, and external agencies, providing clear and timely responses or referring to relevant officers where needed.
- Respond to police and safeguarding information requests, maintaining professionalism, confidentiality, and compliance with protocols.
- Work and liaise with the property teams for planned works activity, including correspondence and customer issues in planning, delivery and post-work stages.
- Assist with shortlisting tenants and garage applicants, using Choice-Based Lettings or internal systems to ensure fair and policy-compliant processes.
- Support the garage lettings process, including maintaining waiting lists, issuing correspondence, and responding to related enquiries.
- Manage the Aids and Adaptations process, including logging requests, liaising with Occupational Therapists and contractors, commissioning works, tracking progress, and

ensuring documentation is up to date — all under Regional Manager oversight.

- Monitor the Aids and Adaptations budget, working with managers to ensure spending is tracked, coded accurately, and aligned with available funding.
- Support the neighborhood, property and assets teams on delivery of planned maintenance, compliance and resident liaison work
- Contribute to performance reporting, preparing or updating reports for lettings, mutual exchanges, anti-social behaviour, engagement, and other tenancy activity.
- Work with the income team on income management tasks, including regular annual activities such as direct debit changes
- Process financial and procurement tasks, including coding and submitting invoices, reconciling company card spend, and ordering goods or services in line with budget codes.
- Contribute to safeguarding by identifying concerns, making appropriate referrals, and updating case records accordingly.
- Support the Housing Duty rota in line with neighborhood requirements
- Work collaboratively with internal teams and external partners, including neighborhood leads, support services, contractors, and local authorities, to support joined-up service delivery.
- Promote and maintain excellent customer service, taking ownership of queries, complaints, or requests and ensuring a positive experience for residents.
- Maintain accurate records and systems, ensuring data is up-to-date, secure, and compliant with internal procedures and regulatory requirements.
- Champion equality, diversity, and data protection, ensuring all duties are carried out in line with policy and professional standards.
- Provide flexible support across neighborhoods and specialist housing teams, covering colleagues and responding to evolving team needs and service priorities.
- Carry out any other duties consistent with the post, as required by the line manager.

Person Specification

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Education and Qualifications	<ul style="list-style-type: none"> • GCSE levels 9-4 in Maths and English or demonstratable level of numeracy and literacy skills
Experience	<ul style="list-style-type: none"> • IT literate with a good working knowledge of Microsoft Office and confidence with other IT applications • Good general education • Experience of dealing with the public and giving a positive customer experience. • Experience of providing administrative support services. • Experience of note taking • Experience of working with the public, both face to face and on the phone • Experience of delivering excellent customer service.

**Knowledge
and
Skills**

- Uses clear and effective verbal communications skills to express ideas, request actions and formulate plans or policies
- Good analytical and investigative skills, including logical reasoning and problem solving.
- Strong attention to detail and investigatory nature towards all queries.
- Ability to reprioritise tasks according to need and urgency.
- Excellent communication skills, both written and verbal
- Ability to work independently with good time keeping and problem-solving skills
- Demonstrate initiative, organisation skills and ability to work to deadlines
- Flexible approach to work with the ability to plan and take responsibility for task completion
- An awareness of Safeguarding and issues that affect older and vulnerable residents
- Awareness of Equality and Diversity issues
- Ability to build and maintain good working relationships internally and externally