Job Description

Job Title:	Senior Neighbourhood Lead
Reporting to:	Regional Neighbourhood Manager
Directorate:	Housing Services
Direct Reports:	Approx. 2
Budget:	Less than £10K
JD date reviewed:	May 2025
Job Level:	14

Job Purpose

- To deliver excellent neighbourhood services in a region through our Place Based approach to our customers
- As a Senior Neighbourhood Lead, you will be responsible for acting as the primary interface with customers of Eastlight Community Homes (ECH), delivering an excellent customer focused housing management service that achieves ECH's core objectives, with a focus on sustaining tenancies and improving quality of life.

Key Strategic Responsibilities

- To be responsible for housing, tenancy and estate management functions within a designated neighbourhood.
- Provide leadership and direction to a number of neighbourhood leads providing housing, community and neighbourhood related services
- To ensure that you are contributing to our overall corporate goals of being resident-led, place-based and focused on partnership working.
- On all neighbourhood activities you are responsible for, manage and support any escalation to internal specialist teams when required.

Key Functional Responsibilities

- Act as the named point of contact for residents in a neighbourhood, leading housing and tenancy management activities, including welcome visits, tenancy visits and amendments, landlords' consent, supporting planned maintenance programmes, mutual exchanges, successions and tenancy terminations
- Manage a number of neighbourhood leads and their workload, with responsibility for recruitment, performance management and professional development, ensuring work is completed to a high standard and the best use of resources is made
- Deliver a high-quality lettings service, including property viewings, sign-ups, initial rent payments, and decants, in line with policies and legislation, working with the internal allocations and voids teams.
- Conduct regular estate and block safety inspections, ensuring compliance with health and safety standards, and maintaining safe, clean, and well-maintained communal

spaces.

- Deliver specific tasks relating to older persons and supported housing schemes such as warden call management, Person Centred Fire Risk Assessments and Personal Emergency Evacuation Plans.
- Monitor and manage rent accounts at the initial stage, agreeing affordable payment plans, addressing arrears early, and supporting effective income collection to meet performance targets.
- Liaise and work with the income management team to support income and debt collection activities for higher level arrears and more complex cases
- Where appropriate, manage safeguarding concerns in your neighbourhood, ensuring close monitoring, person-centred intervention, and making referrals to relevant agencies.
- Where required, take the lead on any relevant partnership and multi-agency meetings and case conferences, ensuring the victim and or perpetrator is at the heart of the discussion
- Proactively promote and encourage independence within residents own homes including the use of assistive technologies
- Where required, provide specialist input with the complexities of hoarding cases/property neglect cases to ensure that their property is brought up to an acceptable standard and the tenant is able to maintain their property
- Investigate and manage tenancy breaches, including anti-social behaviour and tenancy fraud in collaboration with specialist teams, including attending court where required.
- Providing tailored support to help residents, including welfare advice, signposting, and referrals to appropriate internal and external services
- Champion resident engagement and empowerment, promoting inclusive and accessible involvement through activities and events in your neighbourhood and with your neighbourhood team.
- Support estate improvements and environmental standards, working with residents and teams to deliver tailored local improvements and maintain quality neighbourhoods.
- Oversee the customer experience of service chargeable areas, ensuring recoverable services such as cleaning, grounds maintenance, and compliance inspections are monitored effectively and contribute to value for money for residents.
- Remain vigilant and proactive in recognising issues relating to property disrepair, tenancy fraud, damp and mould, non-compliance, and silent customers, intervening where appropriate.
- Work in partnership with internal teams, contractors, and external agencies to resolve issues, manage non-access, coordinate support for planned maintenance, and ensure residents receive joined-up services.

- Ensure that you and your team maintain up to date case management data, ensuring systems are updated to support performance monitoring, audits, and service insight to ensure that the organisation efficiently, safely and effectively manages its customers and their needs
- Work with existing staff-development framework to build own capabilities and those of managed staff.
- Develop and role model a strong performance culture amongst managed staff ensuring standards are met
- Provide tailored, empathetic communication and advice, delivering high quality customer service through face-to-face, telephone, and written interactions.
- Contribute to performance reporting, identifying trends, making recommendations for improvement, and supporting continuous service development.
- Ensure organisational values are upheld, maintaining high standards around equality, confidentiality, data protection, and anti-discrimination.
- Act as an ambassador for the organisation, be visible in the community representing Eastlight positively and professionally with customers, colleagues, and community partners.
- Participate or chair meetings, service reviews, and working groups, contributing to strategic and operational improvements.
- Maintain flexibility across housing services, providing support or cover where needed and fulfilling other duties aligned to business priorities.

Person Specification	
Education and Qualifications	• GCSE's at Grades 4-9 or Grade C and above (or equivalent), in English and Maths.
Experience	• Experience of providing a quality customer service with good interpersonal skills. • At least one year's relevant experience in the social housing sector. • Supervisory experience in leading a diverse team. • Experience in engaging and empowering residents in the management of their homes • Experience of analysing risk and responding in an appropriate and timely matter.
	• Experience of working with partners such as the police and local authority to achieve outcomes for residents and/or estates • Experience of managing housing management cases • Experience of dealing with vulnerable residents and providing support and guidance

Skills and knowledge	• Good knowledge of housing and neighbourhood management and repairs and maintenance. • Effective internal and external partnership working skills, relationship building, negotiation and influencing. • Effective communication skills in individual, group, verbal written, electronic, formal and information contexts. • Knowledge of standard IT applications with the ability to record and retrieve data. • Ability to relate to people in stressful situations. • Effective organisational skills, administrative, self and time management, with the ability to meet deadlines under pressure, without direct supervision away from an office environment. • Comfortable making decisions within a supportive framework, being adaptable to specific situations. • Desire and ability to achieve targets and focus on outcomes. • Prepared to work flexibly, including occasional evenings or weekends as per the requirements of the service. • Commitment to continuous professional development. • Possess a full UK driving licence and have access to a car or the ability to travel across the region for work purposes.