

# Customer and Neighbourhood Officer

## Job Description

Our  
Vision

We provide  
excellent  
services to  
customers

and build  
new homes  
to help more  
people.

We make  
sure our homes  
are safe and  
sustainable

and strive to do  
more by making  
the most of our  
resources.

**PARADIGM HOUSING GROUP LIMITED**

## **JOB DESCRIPTION**

**Post:** **Customer & Neighbourhood Officer**

**Direct Reports:** **None**

**Regular Contacts:** **Customers, colleagues within Customer Directorate and across Paradigm  
Community members  
Local Authorities  
Managing Agents  
Agencies including social services, police**

**Responsible to:** **Neighbourhood Manager**

### **JOB PURPOSE:**

To provide a visible, proactive and responsive neighbourhood management service to Paradigm customers and neighbourhoods, delivering services in accordance with our Customer Care Standards.

To deliver the neighbourhood service to be responsive and focussed on the needs of customers, providing day-to-day services to mixed-tenure neighbourhoods and monitor services provided by third parties, alongside identifying and delivering improvements.

To work with other Paradigm teams and external partners to provide holistic, customer centric neighbourhood management, planning and coordinating patch improvement plans and ensuring they are delivered.

To achieve high performance with our service targets and customer satisfaction with the service and outcomes. To confidently use data and insight to develop a patch improvement plan and ensure the plan meet the needs and preferences of customers.

### **KEY ACCOUNTABILITIES:**

- To deliver services, meeting performance targets in key service areas including customer satisfaction, patch plans, customer contacts and complaints, tenancy management and monitoring patch services including managing agent services and service charges.
- To provide mixed-tenure management to neighbourhoods, working to consistently high standards to build relationships with customers, colleagues across Paradigm and key stakeholders e.g., local councillors and partner organisations to provide visible, highly accountable neighbourhood services.
- To work collaboratively as part of a Neighbourhood Team and across the organisation to deliver excellent customer experience. Including participate in a duty rota to provide cover during normal office hours and where needed

provide out of hours support to customers and staff, including out of hours meetings and events.

- To manage tenancy management cases in accordance with Paradigm Customer Care Standards and policies and procedures. To proactively manage breaches of tenancy including, serving appropriate notices / legal documentation, working with external partners and attending court
- To use patch profile insight to understand issues and identify priority improvements. Engaging customers locally in the patch and identifying champions to feed into identifying and prioritising improvements – encouraging & incentivising local volunteering.
- To create an annual patch plan and review progress with the Neighbourhood Manager monthly to track progress on delivering improvements and identify Paradigm colleagues or teams, as well as external partners to work with to deliver the patch plans.
- Manage a patch budget for maintenance and estate improvements, working closely with colleagues in Estates and the Neighbourhood Manager to maximise the impact of any investment and identify external sources to funding which could enhance the improvements e.g., lottery funding or local charitable funds.
- Provide excellent communications to customers in their patches. Provide regular, local communications, through notice-board information, newsletters, social media and regular email updates tailored to their patch and customer needs.
- Identify customer vulnerability, working closely with the Customer Support & Partnerships Team to refer cases and work in partnership with internal and external support providers. Identify and report any safeguarding concerns, working with the Customer Support & Partnerships Manager to remove customers from immediate risk and inform an action plan for the longer-term.
- To input to the Development new home site visits, scheme briefings and post occupation reviews, ensuring customers receive clear information about their new homes and how they work, as well as working alongside Development team on all new housing schemes.
- To represent the Customer Directorate at external meetings or events, including. To deputise for the Neighbourhood Managers or other managers when required, to provide colleagues with manager support and advice.
- To take responsibility for the health and safety of self, taking a responsible approach for self, customers and for the organisation.

#### **LEVEL OF AUTHORITY**

- Responsible for small budget for neighbourhood (estates) improvements.

- Make and advise on decisions in line with legislation & enforce tenancy conditions
- Court attendance and acceptance of settlement terms and authority to serve legal notices

### **REQUIRED OUTCOMES FROM POST**

Success in this post will be measured by: -

- Increased customer satisfaction with neighbourhood and Paradigm
- Meeting or exceeding KPIs
- Agree and deliver an agreed patch improvement plan, which involved customers in its creation

### **PERSON SPECIFICATION**

E = Essential

P = Preferred

- Strong housing management knowledge and case management experience with track record of successful delivery in a regulated environment P
- Experience of working in a customer service role and operating at a similar level E
- Outstanding customer focus with a clear understanding of the issues in neighbourhood management and improvement initiatives E
- Record of delivering service improvements, identifying ways to continually improve to give a good customer experience P
- Demonstrable ability to work collaboratively and flexibly at pace in a fastmoving and changing environment E
- Confidence in making recommendations based upon fact and data driven analysis E
- Experience of working with and influencing a range of stakeholders to deliver successful outcomes for the neighbourhood and customers E
- Advanced communication skills (both written and verbal) with a proven ability to influence E