

<b>Job title:</b>	<b>Community Partner (Field)</b>
<b>Directorate:</b>	<b>Operations</b>
<b>Date written:</b>	<b>December 2020</b>

### **Purpose of job**

To deliver a frontline housing management service to ensure the effective management of our properties and communities to the required standard, supporting the principles of *sustain, maintain and comply*. Managing a defined area of properties, whilst overseeing complex tenancy and community issues by working in partnership with our customers and agencies.

### **Key duties and responsibilities**

- Provide statutory and regulatory tenancy management services such as tenancy reviews, property inspections, end of tenancy reviews and Adhoc visits such as rent, no access, and viewings ensuring a consistent and customer focussed experience at all times.
- Ensure all inspections are completed in line with the guidance, reporting and health and safety concerns through appropriate channels.
- Ensure whilst undertaking any property inspections that homes are maintained to the agreed standard working with customers where failures are identified and agreeing to an achievable action plan.
- Developing and maintaining collaborative working relationships with internal departments and external agencies to ensure that we are working towards outcomes that support the sustain, maintain, and comply model, signposting customers to the appropriate support where required.
- Ensuring familiarity with all policies and procedures, recording accurate notes on our agile working system and CRM to maintain a consistent customer experience.
- To provide cover for the Community Partner Office team when required

### **Knowledge, skills and experience required**

- Energetic and enthusiastic with a passion to make a difference within the community
- An understanding of housing management, our policies and processes.

- A positive approach to working with our customers and partners to build successful working relationships.
- Experience of working in a challenging customer facing environment with an ability to adapt to a range of people.
- The ability to think on your feet and enjoy the challenge of influencing difficult conversations to achieve positive outcomes.
- Confidence to work in the field and a sound understanding of our systems and technology.
- Flexibility to work occasional evenings/weekends, driving licence and own transport.
- Demonstrate our Values and Behaviours