

**Job title:** Neighbourhood Manager Apprentice

**Line manager:** Area Manager

**Grade (if applicable):** Apprentice

**Direct reports:** N/A



## Role purpose:

This is an entry-level role designed to provide hands-on experience and training in neighbourhood management while working towards a Level 3 qualification. The Apprentice Neighbourhood Manager will receive structured support and guidance to develop the skills and knowledge required to deliver excellent resident service and contribute to the local community. The role requires a willingness to learn, build relationships, and adopt a flexible approach tailored to the needs of the organisation and its residents.

## Key results:

- To learn and develop the skills required to provide excellent personal resident service by working in partnership with internal and external stakeholders to meet residents' needs and achieve departmental/team objectives are achieved.
- To contribute to ensuring homes and local communities are desirable places to live.
- To represent Peabody positively while learning to be "the face of Peabody" in the community.

## Departmental Responsibilities:

- To develop and maintain relationships with internal and external stakeholders under supervision to support residents.
- To learn how to assess clients' needs to ensure effective service delivery.
- To assist in advising and supporting residents in resolving their queries and issues, ensuring expectations are managed and proactive resolutions are identified.
- To update and maintain systems/records under guidance to ensure information/data is accurate and KPI's are met.
- To follow Peabody Health and Safety policies and procedures to ensure personal safety and the safety of others in the workplace.
- You may be required to undertake specific Health and Safety roles such as Safeguarding, Fire Warden, or First Aider as part of your duties, with appropriate training provided.

## Role Responsibilities:

- To learn how to ensure properties are safe and compliance is maintained with tenancy, lease, or management agreements.
- To assist in delivering high standards in housing management.
- To provide a flexible face-to-face service with a commitment to solving problems quickly and efficiently, under supervision.
- To identify and provide support for vulnerable residents, reporting safeguarding concerns and learning to coordinate services to prioritise resident wellbeing.
- To work towards achieving 'right first time' outcomes and reducing complaints and failure management.
- To assist in developing and delivering local offers that meet the needs and wants of the local community/estate.
- To promote the use of Peabody's 'self-service' options to residents, learning to use technology and social media as communication tools.
- To collaborate with the new resident's team to make the best use of stock and meet housing requirements.
- To work with regeneration and development teams to support growth, change, and transformation initiatives.
- To shadow subject matter experts in areas such as fraud, antisocial behaviour, legal, tenant and family support, resident involvement, market rent and homeownership services,

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collections, service charges, resident services, estate services, environmental services, welfare rights, employment, and training advice.

- To assist in preparing evidence and Notices, including attending Court to observe legal action/possession cases.
- To attend external and partner agency meetings, including meetings with stakeholders and community leaders, under supervision.
- To promote resident involvement and feedback, attending Tenant/Resident Association meetings and other resident events.
- To actively engage and work with residents in the management of their homes and neighbourhoods, learning to develop and improve service delivery while considering residents' needs.
- To assist in generating income through the letting of sub-units.
- To carry out welcome visits to new tenants within 6 weeks, under supervision.
- To carry out other duties in line with the above as requested by your line manager.

## About You:

### Skills/Experience Required:

- Willingness to learn and develop skills independently, with support and guidance.
- Ability to manage time effectively and prioritise tasks with supervision.
- Commitment to delivering excellent resident care and valuing diversity.
- Attention to detail and ability to work on a variety of tasks simultaneously.
- Ability to work under pressure and meet deadlines with support.
- Demonstrate a willingness to build and sustain relationships to improve communities and engage with residents.
- Enthusiasm for delivering excellent resident service in a service industry.
- Willingness to learn prudent management of resources (financial, technological, and human).
- Interest in managing projects to deliver a better resident experience.

### Knowledge:

- Basic understanding or willingness to learn UK Housing Law in relation to residential premises.

### Qualifications:

- Commitment to completing a Level 3 qualification during the apprenticeship.

### Other Requirements:

- Flexibility to work to respond to resident requirements and demand for services.
- Willingness to provide a disaster recovery/out-of-hours service on a rota basis, with appropriate training.
- Spending approximately 60% of time out on site using agile working tools, with supervision.
- Ability to work in any of Peabody's neighbourhoods and office locations and relocate work venue in line with service needs.
- With support:  
Attend meetings with tenant and resident groups as required, including those held outside regular office hours.
- Provide assistance to colleagues and support to residents as part of our Out of Hours service, which includes evenings and weekends.

### Desirable Attributes:

- Spoken or written community/language skills