Job title:	**Neighbourhood Manager**
Line manager:	**Area Manager Neighbourhoods**
Grade ***(if applicable):***	**3**
Direct reports:	**N/A**

Role purpose:

To deliver a high standard of customer service excellence to your customers, ensuring the delivery of accessible, high quality and value for money services.

You will be responsible for the service your customers receive and be confident to hold others to account for the services they deliver and have a holistic accountability for your neighbourhoods.

You will be empowered to make decisions for your area whilst also being responsible for assessing and managing risk in it too.

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: do the right thing, keep our promises, pull together, celebrate diversity, be kind and love new ideas. You will make them a central part of your work at Peabody.

As a Neighbourhood Manager, you will report to the Area Manager Neighbourhoods and play a crucial role in the delivery of Peabody's customer services ambition.

You will be accountable for holistic service delivery and ensuring we deliver our promises to customers in your area. You will be mobile working within your communities being contactable directly by your customers through a number of means including digital platforms and on the phone. You will be known to residents, with your photo displayed on local noticeboards and direct contact encouraged where appropriate. You will be the lead for the local team to achieve our objectives and hold others to account for the service they provide to your customers.

Success metrics:

- You will be the 'face of Peabody' - managing all customer enquiries on time such as complaints, lettings, mutual exchanges, successions, assignment requests, initial community safety whilst ensuring that lessons learnt become a part of how you improve the service that we provide.
- You will create fully costed Neighbourhood Plans and be empowered to deliver these. The plan will underpin and improve performance and satisfaction within your area whilst effectively managing risk. You will draw upon the support of centralised specialist service teams and external agencies and partners to create communities, neighbourhoods and homes people love.
- You will be responsible for managing risk within your area and escalating risks to the area and region risk maps as appropriate.
- Provide appropriate, accessible, high quality and value for money services to customers of all tenures, by working autonomously, being proactive and a single point of contact for all of Peabody's service in your geographical area.
- Maintain high standards in your neighbourhoods and deliver excellent service to our customers by working primarily in your area and using mobile working digital applications and local facilities.
- You will carry out estate / scheme / property inspections across your area capturing issues (including basic compliance checks) and feedback with the tools provided so as to continuously improve the service so that our customers love where they live.
- Use data and insight to really understand your customers and take a lead in identifying and pre-empting and resolving local issues.
- Collaborate with key teams across Peabody and external agencies to create thriving neighbourhoods that customers love through the delivery of wider multi-disciplinary neighbourhood strategies.

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- You will champion our customers and drive customer engagement on your area working with internal teams who can support this. You will work with support from the Customer Services Area Manager to achieve high level of customer engagement and satisfaction.
- Maintain our customers safety by proactively engaging with customers on building safety working hand in hand with experts in Building Safety, ensuring Peabody are compliant with current legislation.
- Develop and maintain a strong relationship with the Community Safety team in finding innovative, tailored and effective solutions (preventative and enforcement) for cases on your area.
- Deliver Peabody's corporate, business and service priorities, working flexibly as part of your wider team, creating a positive experience for your customers by seeking innovative solutions, being available and accessible.
- Collaborate with the Allocations team to ensure a fast turnaround of empty homes and an exceptional customer experience for new customers specifically being responsible for the viewing and sign-up coordination and meetings with customers.
- Provide support to the Asset Management Team in relation to access issues e.g., gas, electrical installations. Work closely with Legal Services to undertake the best course of action.
- Identify service improvements to improve customer satisfaction and drive performance against a suite of KPIs.
- Proactively manage and be accountable for your areas budget expenditure, with a focus on achieving best value for money for your customers.
- Collaborate with Service charge and Finance teams to proactively manage service charge expenditure in your area, maintaining regular customer contact and focusing on solutions to ensure charge offer value for money whilst delivering a great service.
- Provide a service to our customers and wider business that is flexible and adaptable to meet their changing needs and demands.
- Identify and provide support for vulnerable customers. Reporting and acting on safeguarding concerns resulting in better coordinated services to ensure the wellbeing of our customers is a priority.
- Promote the use of Peabody's 'self-service' options to customers, making the best use of technology and social media as a tool for communication.
- To promote resident involvement and feedback. To attend TRA meetings and other resident events. To actively engage and work with residents in the management of their home and Neighbourhoods, to develop and improve service delivery taking full account of resident's needs.
- To carry out other duties in line with the above as requested by your line manager.
- Provide disaster recovery/out of hour's service on a rota basis.

About you:

You will be:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- Able to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Able to demonstrate a strong commitment to the principles of equality, diversity, and inclusion.
- Positive, resilient can-do attitude with an impressive track-record of delivering excellent customer experience.
- Enjoy working in a customer facing role, with excellent customer services skills and highly focused on continuous improvement.
- A decision maker who is a successful problem solver with sound judgement and ability to influence others to drive change and deliver quick resolution to local issues.
- Demonstrable experience in using business systems and data to identify and drive opportunities for continuous improvement.

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- Highly organised with the ability to self-manage a diverse and varied caseload, prioritising work effectively and delivering a first-time fix in order to produce high quality work to deadlines.
- Able to support customer scrutiny and involvement through active support and engagement with our customers.
- Flexible to work an occasional evening/weekend when there is a customer need to do so. TOIL will be given.

You will have:

- An ability to analyse and interpret complex and sensitive data including, customer information, performance, legal documentation, service charges and budgets.
- Excellent communication (written and verbal) and interpersonal skills to suit a variety of audiences including customers, elected members, external agencies, partners, colleagues, and stakeholders.
- A strong ability to influence and negotiate with colleagues and others in order to bring about service improvement.
- Desire to learn, challenging yourself and others to enhance knowledge and insight in all we do.
- Demonstrable experience in a housing management role, with understanding of tenancy and leasehold management, tenancy and leasehold enforcement, and service level agreements would be desirable.
- Demonstrable knowledge of private sector residential management and current housing legislation, practice and government policy would be desirable.

This role requires an Enhanced DBS (Disclosure & Barring Service) check.

You will be provided with simple work wear guidelines as well as some branded items relevant to your role. It will be your responsibility to adhere to the guidelines at all times whilst on duty.

Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleague.

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