

Job title: Area Manager Neighbourhoods

Line manager: Head of Neighbourhoods

Grade (if applicable): 2

Direct reports: Neighbourhood Customer Specialists



Role purpose:

The role of Area Manager Neighbourhoods is critical to the success of Peabody in delivering customer service excellence across our communities, estates, and neighbourhoods. You will manage and inspire a team of Neighbourhood Customer Specialists to deliver a high-performance customer focussed housing service to our customers.

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; celebrate diversity; be kind; pull together; love new ideas; keep our promises. You will make them a central part of your work at Peabody.

As Area Manager Neighbourhoods, you will report to the Head of Neighbourhoods and play a crucial role in the delivery of Peabody's customer services ambition. You will manage one of our customer facing Customer Services team and be responsible for the operational delivery of a customer focused housing management services across Peabody's Customer services localities.

You will be accountable for holistic service delivery and ensuring we deliver our promises to customers in your area. You will work as part of a local team to achieve this and hold others to account for the service they provide to your customers.

Success metrics:

- Manage, support, and motivate a team of Neighbourhood Customer Specialists, setting and maintaining a culture of high performance with a customer focused service, team working and pace setting when necessary.
- Your team will champion the customer and you will lead in working closely with other business managers to create a seamless service, where the customer is at the heart of what we do.
- Provide housing operations (including estate management) expertise to the housing teams and the wider business, using your knowledge of legislation, regulatory standards, good practice to inform sound decision making.
- Use data and insights to really understand the customers in your area, using this information to tailor services to local need and quick resolution of issues.
- Responsible for ensuring our policies and procedures comply with all relevant guidance and legislation.
- Implement a process of continuous quality monitoring of operational standards through internal audits and checks that identify and remove ineffective practices.
- Manage service delivery co-ordination to drive improvements whilst ensuring local accountability and responsibility. Understand how to build and sustain thriving and cohesive multi tenure neighbourhoods and communities.
- Collaborate with colleagues across Peabody, including other managers to contribute to service design, implement improvement and ensure a seamless response to customer enquiries.
- Represent Peabody at relevant forums and lead the development of strong relationships that benefit the interest of Peabody and our customers including evening meetings as and when required.
- Provide guidance and advice to new development schemes, working with development in all parties' meetings to the benefit of Peabody and our customers and to ensure relevant information is cascaded down to incoming customers and your team.
- Monitor and manage team performance against targets, objectives and KPIs (Key Performance Indicators), setting improvement plans where needed and sharing successes and best practice across the organisation.
- Collaborate with your peer group and other teams across Peabody to deliver a high quality, values-driven customer service.

Version Date: February 2023

Signed off by: Managing Directors

- Develop an approach to continuous improvement by seeking opportunities and using estate improvement funds, to create neighbourhoods that our customers love.
- Ensure your team work together to provide a seamless housing management service to local residents, including but not limited to, tenancy management, estate management, community safety and community investment.
- Oversee schemes to maintain a high standard by collaborating with colleagues in Estate Services, ensuring that regular inspections and walkabouts are carried out and recorded where appropriate and in accordance with service standards.
- Manage relevant health and safety issues effectively, including, but not limited to; legionella testing, requirements relating to the fire risk management of residential properties, and lone working issues to ensure Peabody comply with Health & Safety legislation and to keep our customers safe.
- Contribute to the continuous improvement of services by taking the lead on projects and ongoing tasks on behalf of the team. You will use customer insight data available from across the business and work especially closely with the Customer Voice team to achieve this.
- Provide out of hours cover as per the duty rota for Customer Services Operations Teams.
- Manage a budget and ensure your team manage their budget effectively and provide input into the annual budget setting and service charge budgets.
- 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, ensuring attendance to meetings and other resident events, and encouraging active engagement and work with residents in the management of their home and Neighbourhoods, and in the development and improvement of service delivery taking full account of resident's needs.

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.
- Demonstrate a strong commitment to the principles of equality, diversity, and inclusion.
- Demonstrable experience of managing high profile and high-density housing estates.
- Membership to a relevant body I.e., Chartered Institute of Housing, would be desirable.
- An energetic and inspiring leader and manager, you will have a strong track record of delivering excellent customer service, delivering tangible outcomes for a diverse range of customers.
- Decision maker, who can use data and insight to support a team to drive change and deliver quick resolutions to local issues.
- Able to adapt verbal and written communication style to meet the need of the audience both in preparation and delivery.
- Be financially astute with the ability to understand and effectively manage budgets.
- A team player and collaborative colleague, you'll also demonstrate your ability to work through organisational structures and operational challenges, removing barriers and blockers and simplifying perceived complexity.
- Excellent communication skills will enable you to inform and influence at all levels. Ensuring that Peabody's vision and customer expectations as well as leadership expectations are embedded throughout your teams and that colleagues within Housing & Neighbourhoods are fully engaged.
- Demonstrate a considered, intelligent approach to implementing change, with high attention to detail and consideration of customer and employee engagement and the broader organisation.

- Able to demonstrate that you will passionately deliver the organisational values with the ability to apply fluid and flexible leadership style to accommodate organisational requirements.

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 always adhere to the guidelines whilst on duty. As a manager, it is your responsibility to guarantee adherence to Peabody Wear in your team and role model Peabody wear.

A full UK Driving licence and use of own car on a daily basis is essential.

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