

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Community Housing Co-ordinator</b>
<b>RESPONSIBLE TO:</b>	Neighbourhood Services Assistant Manager
<b>DEPARTMENT/ SECTION:</b>	Neighbourhood Services, Customers and Communities Directorate
<b>DIRECT REPORTS:</b>	Community Housing Officers / Site Wardens
<b>SALARY (£):</b>	G8

### VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities by keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

### PURPOSE OF THE ROLE

To co-ordinate the Neighbourhood services and associated resources effectively whilst ensuring the successful delivery of services to both internal and external customers, partners and stakeholders

#### Responsibilities:

- To effectively deliver estate based and tenancy services that support and encourage communities and create Neighbourhoods that people want to live in.
- To provide an effective and efficient Neighbourhood Management and Tenancy Service to tenants and leaseholders in respect of dealing with Anti-Social Behaviour (ASB) and Breaches of Tenancy Conditions as well as action to support respect within communities to reduce the likelihood of such actions arising.
- To take a proactive role within communities and by creating and facilitating joined up solutions to support respect within communities in order to reduce the likelihood of such enforcement actions arising.

### KEY AREAS OF RESPONSIBILITY

#### General

- Co-ordinate the allocated services, staff and financial resources effectively, in accordance with CCG policies and procedures.
- Ensure a collaborative 'one team' approach throughout CCG, providing assistance to colleagues throughout the organisation as required.
- Co-ordinate the effective delivery of relevant action plans and objectives within the service area, ensuring that policies and procedures are adhered to during operational delivery of service.
- To support and deputise for the Manager as required.

### Service Delivery

- To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.
- To assist in monitoring performance through regular service and standard reviews.
- To ensure effective communication and collaborative working partnerships with both internal CCG services, and external agencies/ organisations.

### Staff Management

- To provide direct line management to staff within the allocated service, and effectively contributing to the development of the 'making a difference' culture for individuals and communities.
- To supervise staff to ensure that all service functions are delivered to a high standard.
- To ensure that staff are recruited, trained, managed, appraised and developed in accordance with CCG and statutory policies and procedures.
- To carry out any disciplinary investigations within the service area if required.

### Business Development

- To support delivery of change initiatives within the allocated service area and associated areas.
- Contribute to the development and reviews of CCG policies, processes and procedures relating to the service area.
- To implement relevant changes to services, ensuring that staff have an understanding of how this affects their working practices and the messages that need to be communicated to customers.
- To coordinate consultation with tenants and other relevant stakeholders, on proposed changes to the allocated service.
- To communicate effectively with customers, staff and other appropriate stakeholders.

### Performance and Quality

- To ensure that all targets, key performance indicators and service standards are met and assist in taking corrective action where performance falls below required standards.
- Ensure that Health, Safety, Quality and Environment practices and procedures are being implemented and adhered to within the allocated service, undertaking relevant assessments on staff as required.
- To assist in providing accurate statistical and appropriate information as required and within set timescales

### Financial Control

- Ensure that any expenditure falls within agreed allocated budgets.
- To provide financial reports/analysis as required

### Other

- To attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- To encourage the development and effective use of Information Technology within the service.

- To ensure that all Corporate Policies e.g. Equality and Diversity, Health and Safety etc. are adhered to and implemented at all times.
- To carry out other duties appropriate to this post as necessary or as requested.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

## PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
<b>Education &amp; Qualification</b>	Good standard of education to "A" Level or equivalent	Working towards attaining a Housing qualification or a relevant equivalent qualifications/ diploma.  ILM3 or equivalent	Application Form and Certificates
<b>Relevant Experience</b>	Experience of working within a housing or related organisation  Experience of providing staff supervision  Experience of delivering task and finish projects.	Experience of managing a service and reporting on performance  Proven ability in managing resources to deliver established targets and outcomes	Application Form and Interview
<b>Job related Knowledge</b>	Detailed and current knowledge of Housing Management Law in the field of Tenancy Enforcement  Experience of case management  Knowledge and awareness of good practice in respect to Safeguarding	Knowledge of current Housing Legislation  Best practice within the housing sector relating to Neighbourhood Services and Welfare Services	Application Form and Interview

<p><b>Job related Skills</b></p>	<p>Good written &amp; verbal communication skills.</p> <p>Ability to communicate effectively with customers, staff, managers and other stakeholders</p> <p>Good organisational, administration, IT and procedural skills</p> <p>The ability to lead and develop staff.</p> <p>Self-motivated, positive, able to work under pressure and confident in decision making</p>	<p>Ability to manage and have a positive attitude to change</p> <p>Good presentation skills and ability to report on performance.</p> <p>Excellent interpersonal skills.</p> <p>Performance management skills.</p>	<p>Application Form and Interview</p>
<p><b>Other</b></p>	<p>Willingness to work outside of normal office hours when required.</p> <p>Committed to continuous improvement.</p> <p>In possession of a full UK driving licence.</p>	<p>Knowledge of Health, Safety, Quality and Environment Standards and regulations</p> <p>Understanding of Equality and Diversity Policies and Procedures</p>	<p>Application Form and Interview</p>
<p><b>Language</b></p>	<p>Fluent in spoken and written Welsh language</p>		<p>Application Form and Interview</p>