

Residence Officer

Commercial Services

Overview	
Role Purpose	A Residence Officer, part of our Key Worker team is scheme based and responsible for delivering an excellent housing management service to our customers across an area patch in line with targets and KPI's. Ensuring the scheme is maintained, ensuring tenants meet their tenancy obligations and management of voids. You will work alongside NHS Trusts and work in line with contractual obligations.
Responsible for	<ul style="list-style-type: none"> • Being a dedicated one point of contact for your customers whilst managing all tenancy issues and complying with lease and management agreement obligations. • Delivering operational performance against targets, budget and KPI's. • Conduct property and estate inspections to maintain service delivery and ensure issues are picked up and dealt with quickly. • Ensuring compliance – legislative, industry and health & safety (H&S).
Reports to	Operations Manager
Line management	None
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	Finance, Office Services, Regeneration & Assets, ICT, HR, BID, Communications
External	Stakeholders (Landlord's & Tenants), agents, surveyors, solicitors, suppliers/contractors, local authorities, and other professionals

Role accountabilities	
<ul style="list-style-type: none"> • Deliver a compliant and professional commercial management service that meets the needs of the different customer groups. • Build good working relationships with key stakeholders in order to meet contractual obligations. • Keep scheme details up to date with key information and ongoing issues for utilisation by the team to ensure continuity of service and ensure a full audit trail exists. • Arrange appointments, and attend where necessary, with tenants for maintenance work and obtain regular customer feedback. • Carry out, with precision, regular and scheduled internal and external inspections and complete and file inspection reports for future reference. • Ensure communal areas and neighbourhoods are clean, safe and well maintained by working with the contractors, caretakers or cleaners as required. • Manage contractors, cleaners, caretakers and landscape contractors in line with contracts and SLA's. • Formulate action plans for all ongoing tenant issues until a resolution is achieved including providing quality responses to complaints in line with the complaint's procedure. • Lead and deliver on customer engagement and improved satisfaction results. 	

Role accountabilities

- Be responsible for delivering an end to end lettings process.
- Carry out robust tenant referencing where needed and be responsible for issuing tenancy agreements.
- Ensure move in monies are handled efficiently and effectively so as not to affect income collection or rent arrears targets.
- Deal with tenancy surrenders and vacating tenants to include ensuring pre-void inspections are carried out, outstanding monies are collected, and the properties are left in good condition and that properties are in excellent condition to let ensuring void works are specified and completed.
- Provide support to the Management and Operational teams where required.
- Ensure compliance with all relevant (current and future) legislation and regulations, including landlord and tenant legislation as well as all health and safety regulations related to staff, properties and customers.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)

Essential

- Experience of working in the sector and of the processes related to letting and managing property. (Particularly property or asset management).
- Experience of working in a team in a customer service environment.
- Knowledge of the relevant legislation, statutory and regulatory requirements related to the sector.
- Experience of analysing processes and services in order to improve customer satisfaction and increase revenue.
- Experience of using business intelligence systems or databases to provide accurate management reporting.

Desirable

Skills

Essential

- Highly organised

Desirable

<ul style="list-style-type: none"> • Effective IT skills including intermediate to advanced MS Office skills • Excellent verbal and writing skills 	
Qualifications and/or professional membership	
Essential	Desirable
	<ul style="list-style-type: none"> • Degree level qualification (desirable)

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding	
Any appointment to this post is conditional upon and subject to:	<ul style="list-style-type: none">• Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)