

Residence Officer

Operations – Commercial Operations

What's it all about

In the pivotal role of a Residence Officer within our commercial operations team, you are at the frontline of delivering exceptional housing management services. Your responsibilities span ensuring high maintenance standards, resident adherence to tenancy obligations, and effective management of voids. Collaborating closely with stakeholders, you play a crucial role in fulfilling contractual obligations, directly impacting the well-being and satisfaction of our residents.

How you'll make a difference

Providing a dedicated point of contact for residents ensures that all tenancy matters are managed efficiently and empathetically, fostering a supportive and positive living environment.

Through diligent operational performance, budget management, and performance achievement, your efforts contribute significantly to the financial and operational strength of Notting Hill Genesis.

How you'll do it

- Serve as the primary contact for residents, overseeing all aspects of tenancy management with an initiative-taking and customer-focused approach.
- Deliver operational targets, ensuring the financial health of your patch through meticulous management of budgets and resources.
- Conduct regular inspections of properties and estates, promptly identifying and addressing maintenance issues to maintain high service delivery standards.
- Build and maintain strong relationships with internal and external stakeholders to meet and exceed contractual obligations.
- Lead initiatives to enhance resident engagement and satisfaction, playing a pivotal role in community building within our schemes.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures, including health and safety and financial regulations.

- Hybrid arrangements – at least two days a week in our **communities, residents' homes, on housing estates or schemes**, and at least two days in an office working with others.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

We've created example behaviours for each value to help you understand our expectations in more detail. Please [refer to the framework](#).

This role is at the **staff** level.

Essential knowledge, experience and skills, including qualifications and professional membership.

- Solid housing experience and a strong property or asset management background.
- A proven record of improving customer satisfaction and revenue through analytical and strategic initiatives.
- Exceptional organisational skills to efficiently manage records, reports, and communication.
- Excellent communication abilities, both written and verbal, enabling effective stakeholder engagement and resident support.
- **Intermediate** IT and systems skills, including Microsoft Office.
- This role is subject to a **basic** criminal record check (CRB) issued by the Disclosure and Barring Service (DBS)