



JOB DESCRIPTION

Job title: Neighbourhood Co-ordinator

Responsible to: Senior Neighbourhood Co-ordinator

Grade: I

Job Purpose: To provide comprehensive neighbourhood and tenancy management services

Required Job Outcomes:

1. **Neighbourhood management** – to achieve a local approach to the management of estates and communities by consulting, involving and working in partnership with residents and other stakeholders. To assist with the development of local master plans. To work with the community and other agencies to achieve a safer community.
2. **Neighbourhood governance** – to work with the Tenant Involvement Co-ordinator to ensure that local accountability and consultation is developed effectively, through local and Company wide tenant participation processes and mechanisms.
3. **Environmental management** – To generate a high degree of tenant satisfaction with the environment by achieving locally agreed targets relating to the physical and social environment. Includes the day-to-day deployment of caretakers, liaison with grounds maintenance contractors, Neighbourhood Policing Teams and other appropriate agencies.
4. **Environmental Improvement** – to co-ordinate work with local residents and stakeholders to improve the neighbourhood through investment in environmental projects.
5. **Tenancy Management** – to ensure that tenants comply with the terms of their tenancy (excluding arrears), taking enforcement action as appropriate to curb nuisance and anti-social behaviour and other breaches of tenancy. Liaison with Rent and Arrears Team as required.

GENERAL

1. To help identify ways of continually improving the service, working individually and in teams.
2. To assist in the meeting of Key Performance Targets.
3. To assist in the promotion of Health & Safety
4. To work within the requirements of the Company's financial regulations

5. To help ensure equality of opportunity and encourage diversity.
6. To assist with identification and management of risk
7. To help ensure that tenants and residents participate in a meaningful way in the activities of High Peak Community Housing
8. To be flexible and willing to perform other tasks to meet the needs of the organisation and our customers.
9. To be flexible and willing to operate from other sites as required in order to meet the needs of the organisation and our customers.