



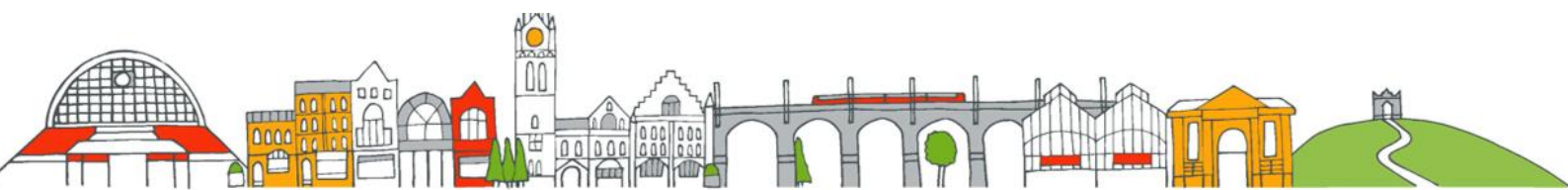
# Applicant Information Regional Neighbourhoods Officer

Closing Date: 1<sup>st</sup> November 2024

Interview Date: TBC

Thank you for considering MSV for your next career move – we are excited to hear from you! Here you will find all the information you need about the opportunity and about MSV but if there is a question we don't answer – just give us email us initially on [recruitment@msvhousing.co.uk](mailto:recruitment@msvhousing.co.uk)

The People & Talent Team



## Who Are MSV Housing?

You may not have heard of social housing before but it's a fantastic sector to work for. We own and manage almost 9000 homes across the Northwest helping the millennial generation locked out of decent homes, older people needing safe but independent homes, those on low incomes, those in need of specialist housing and support and much more. We are all about doing the decent thing, making the lives of our customers better and being a fantastic, inclusive employer for our people.

## Where Are You Based?

We work right across the Northwest. Some of our colleagues work on what we call the 'front line' – delivering services direct to customers in neighbourhoods and communities. Some provide support behind the scenes. All are passionate about delivering a customer experience with the WOW factor! This role is a hybrid role with flexibility which means you can work from home, from one of our fabulous hubs, in a coffee shop or wherever you are needed to be.

## How Many People Work for You?

At the moment we have over 350 passionate, caring and experienced colleagues working in so many different roles. Whatever your career aspirations and plans we probably have that role – from accountants, HR professionals and marketeers to electricians, plumbers and specialist housing and technical roles. It really is a great sector and place to work and one where you can grow and develop your skills.

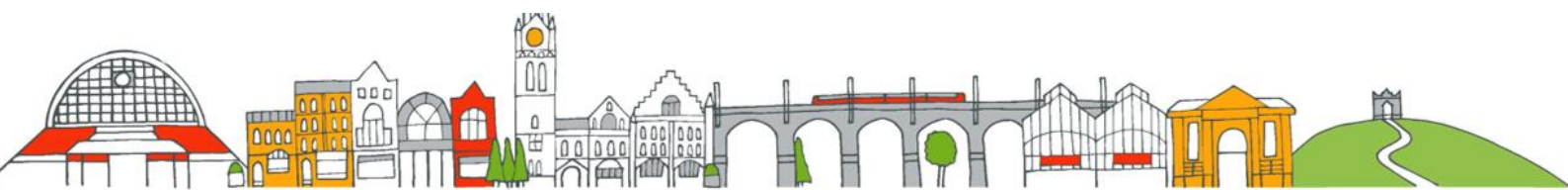
## What Opportunities Are There for Me At MSV?

We aspire to be the best employer that does the right thing by its colleagues and provides an environment where everyone can flourish. You are our greatest asset, and we provide support, training, and development opportunities to help you achieve your own goals and aspirations and those of the business. We provide a great working environment with modern ways of working and a competitive reward package.

## What Are the Perks?

We will give you full training, support professional development and pay a decent wage. It's a 35-hour week, Monday to Friday, with some flexibility on how and where you work meaning if you have to drop the kids at school, or look after a family member, we can work with you on that. You have access to our pension scheme where you can get up to 10% employer contribution from day 1, have 33 days holiday plus bank holidays, sick pay on full pay after you complete the probationary period, life assurance, employee assistance programme and support. We also have a cycle to work scheme, car lease scheme and a range of other benefits.

If you have a question, we haven't answered then just get in touch –we would love to hear from you!



# Role Profile

## Regional Neighbourhood Manager

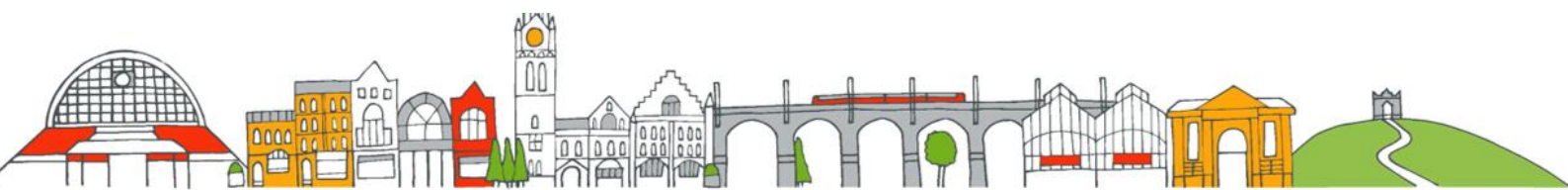
Location: Agile – Greater Manchester  
Salary: £51,199 - £54,771  
Hours of work: 35 hours per week  
Contract: Permanent

### Purpose of the Post

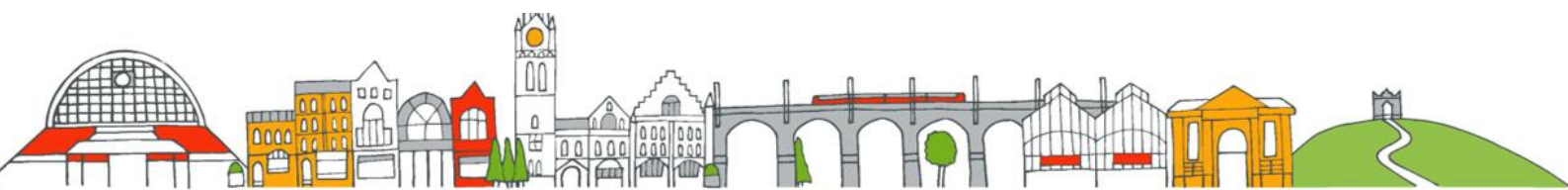
- To take a strategic and operational lead role in ensuring the effective delivery of high quality and effective neighbourhood management services in accordance with the Group's policies and procedures
- To recognise and respond to the challenges faced by customers and communities whilst enabling frontline teams to deliver a resilient and more responsive services to our customers
- To contribute to continuous review and improvement of MSV's Neighbourhood Strategy and Offer. To provide direction and guidance for the Neighbourhood Team promoting MSV's values and ethos
- To ensure high performance and effective risk mitigation across areas of responsibility whilst ensuring that the local neighbourhood service adopts principles of customer service excellence at all times
- To lead the effective operation of the operating model for neighbourhoods aligned to legislative, regulatory and policy requirements
- To deliver the Neighbourhood Strategy action plan alongside colleagues across the business to ensure the full range of MSV services are high quality and are meeting customer's expectations
- To support the Head of Service and Assistant Director in demonstrating how regulatory requirements are being met.

### Key Responsibilities

- To manage, lead and motivate a team consisting of Neighbourhood Team Leaders, Neighbourhood Officers and a Neighbourhood Co-Ordinator.
- To ensure the proper implementation of the Neighbourhood management function and strategy in line with the Group's policy and procedures.
- Under the direction of the Head of Neighbourhoods/ Assistant Director of Customer & Communities, to contribute towards the development of policy and procedures and their implementation.
- To lead the team to deliver a holistic tenancy, property management and neighbourhood management service focusing on a 360 degree understanding of People, Property & Place.



- To lead the team to ensuring that we are clear understanding of the property and its occupants. identify customer touchpoints, mitigating risks and developing a
- To lead the delivery of ensuring that MSV Neighbourhood Officers are a visible local presence and contact for MSV in neighbourhoods where we own and manage homes, acting as focal point for positive resolutions both through own interventions and in conjunction with colleagues and partners.
- To lead on the efficient control and recovery of high-level rent arrears in accordance with the Group's policy and procedures and the sector's best practices. Ensuring MSV's rental income is maximised, and targets are met whilst aiming for them to be exceeded.
- To work closely with the Income & Financial Resilience team to maximise MSV's rental income
- To lead, support and deliver the MSV's Neighbourhood strategy and Neighbourhood Action Plans
- To actively identify and evidence opportunities to implement and demonstrate a Value for Money service.
- To work within the Social Housing Regulator's Consumer Standards
- To develop and strengthen partnerships both internally and externally, working collaboratively with other teams to improve the customer journey.
- To actively promote interagency working throughout the Group
- To contribute to effective budgetary management and control
- To ensure Neighbourhoods are effectively maintained and managed, working closely with the Anti-Social Behaviour Team to ensure that communities are safe and sustainable
- To ensure support is provided to customers to maximise their income, support their wellbeing and sustain their tenancies.
- To report to the Head of Neighbourhoods & Assistant Director of Customer of Communities on a regular basis on all matters relating to Housing and Neighbourhood Management across area of responsibility
- To support the Head of Neighbourhoods and Assistant Director of Customer & Communities in gathering information and insight into complaints that have been made, ensuring that any learning outcomes are implemented across the teams.
- To deputise in investigating and responding to stage 1 complaints, where the Head of Neighbourhoods is absent from work.
- To liaise with Property Care colleagues to ensure provision of an excellent repairs services locally and in customer's homes
- To liaise with the Compliance Team to ensure all customers are safe in their home
- To liaise with the Finance and other Central Teams regarding IT issues, rents, service charges, invoices, budgets (not an exhaustive list)
- To provide information, statistical data and reports for Head of Neighbourhoods & Assistant Director of Customer & Communities and/or Executive Director Customers as required
- To ensure that Customer Voice and influence runs through the service, where the team are identifying any opportunities for customer engagement and influence, then contributing to plans for improvements to the service.



- To contribute to the development of the IT system within the Group and ensure that all staff are competent in their use of the system

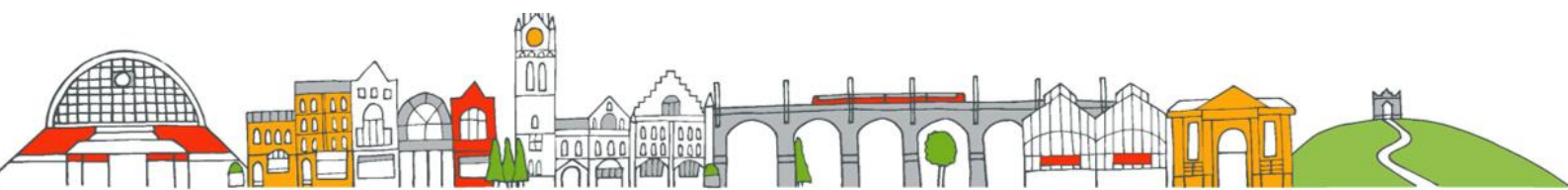
### Management Responsibilities

- To provide effective leadership and to motivate team members to achieve high levels of performance and customer satisfaction
- To lead, support and coach colleagues and to conduct quarterly coaching conversations ensuring appropriate training and qualifications are in place
- To conduct regular team meetings and brief team members on all corporate communications
- To implement People & Talent policies and procedures in relation to the management of the team, including recruitment and induction, managing attendance and employee relations
- To deliver and support organisational change programmes and initiatives, actively engaging and maintaining effective communication and promoting wellbeing
- To ensure that the team works closely and collaboratively with all other teams and areas across the Group
- To participate in the MSV's Housing Welfare out of hours rota
- To embed excellence across all neighbourhood services across area of responsibility
- To set and monitor individual and team targets in collaboration with the Head of Neighbourhoods / Assistant Director of Customer & Communities.

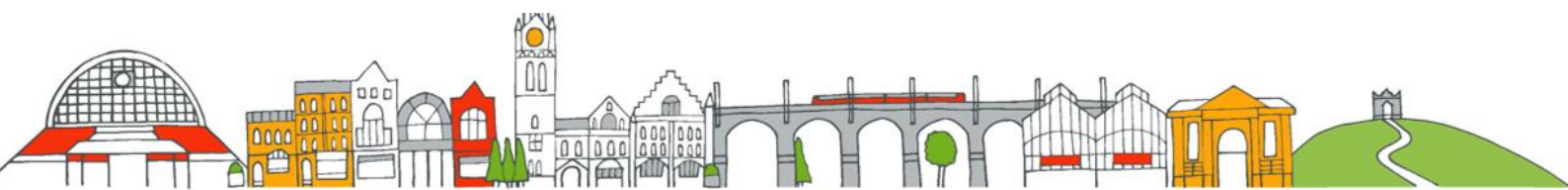
### Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity, and accuracy of the Group's data.
- To support individual and other colleagues' health, safety, and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.

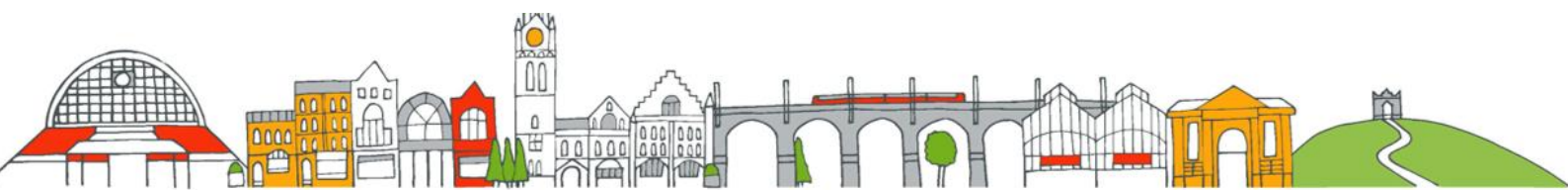
## Person Specification – Regional Neighbourhood Manager



Criteria	Essential / Desirable?	Method of Assessment
<b>Appropriate Professional Qualification</b>		
Educated to Degree level or comparable professional qualification	D	A/C
Level 4 in Chartered Institute of Housing / or willingness to working towards	E	A/I/C
Evidence of and commitment to continual professional and management development.	E	I
<b>Experience and Track Record</b>		
Demonstrable experience of holding a neighbourhood management post in the housing sector and delivering a neighbourhood management service	D	A
Experience of managing people effectively	E	A/I
Experience of leading organisational change	E	I
Experience of leading teams	E	A/I
Experience of formulating, implementing and reviewing policy and procedure	E	I
Experience of managing budgets	E	I
Experience of delivering quality work on time	E	I
<b>Knowledge and Skills</b>		
Managing and prioritising a demanding workload.	E	I
Skilled with Microsoft Office and housing management systems	E	A/I
Ability to analyse complex data to produce reports and deliver information to a range of audiences	E	A/I
Strong report writing skills	E	A/I
Demonstrable leadership and problem-solving skills	E	I
Strong interpersonal skills with a friendly and professional manner	E	I
Customer focused and a desire to provide services to a high standard	E	I
Knowledge of health and safety in neighbourhoods	E	A/I
An ability to work under pressure	E	I
Self-motivated	E	I
<b>Personal Characteristics</b>		
Flexible in approach and able to work out of hours	E	I
Positive and enthusiastic	E	I
Creative and Innovative	E	I
Reflective	E	I
Open to Change	E	I

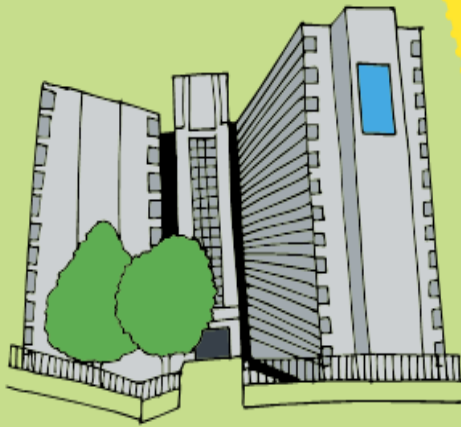


Full Driving Licence and willingness to travel across the northwest as required	E	I
<b>Customer Service Standards</b>		
Demonstrate effective communication skills with a range of people ensuring delivery is professional.	E	A/I
Demonstrate effective listening skills and able to respond with kindness and compassion.	E	A/I
Show respect to all internal and external stakeholders.	E	A/I
Take accountability to serve the customer in the required service level agreement.	E	A/I
Demonstrate understanding and empathy with the needs across diverse groups and individuals.	E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
<b>A – Application</b>	<b>C – Certification</b>	<b>I – Interview</b>
		<b>T – Test</b>



## Trafford House Hub Worker

- Hub Based Workers will work from Trafford House for **approximately 80%** of their contractual hours. They will have the opportunity to work from other hubs, sites and from home occasionally under the guidance and with the agreement of their line manager.
- Those staff who are required or identified as a Hub Based Worker will be allocated a **fixed desk** in Trafford House.



## Types of Workers

## Agile Worker

- Agile workers will **not work at any fixed location but can flex across locations** including home and hubs according to business need. Agile workers will judge the number of hours needed to spend working across different locations in order to meet the needs of our business and customers (internal and external) and the requirements of the role.
- Agile workers may be required to work from hubs as necessary to attend meetings or training etc. **under the guidance of their line manager.**
- All agile workers will be **allocated a reporting hub base** which will be Trafford House.

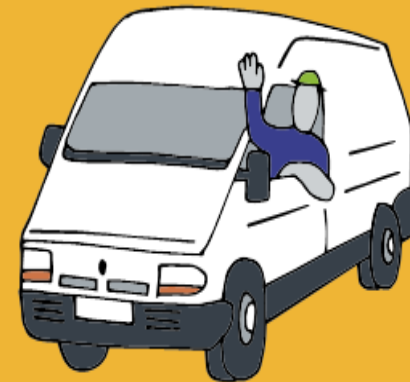
## Home Based Worker

- Home Based Workers will work at home for **approximately 80%** of their contractual hours. Occasional travel to a hub, site or other location may be required for engagement and communication purposes and under the guidance of line managers.
- Attendance at training or meetings that cannot be held virtually will be **mandatory.**
- All home based workers will be able to order the **correct DSE set up and equipment**, i.e. desk, chair, monitor etc.



## Site Based Worker

- Site Based Workers are staff **within our frontline services** who are not based at home or at Trafford House.
- This covers staff members in **Later Living, Younger Living and Supported Living** as well as those who will work out of **Thomas Street site** at this time i.e. operatives.





## Great communication

- Responding promptly and getting back to people within timescales
- Delivering difficult messages kindly and compassionately



## Listening

- Some customers feel that they are not listened to
- Listen and take on-board what customers are actually telling you



## Respect

- Give customers the same service you would want for your mum
- Appreciate a customer's house is their home



## Accountability

- It is your responsibility to deal with a customer enquiry - don't pass the buck!
- If you are asked to deal with an issue, just do it!



## Empathy

- Remember life is very hard for many people right now
- Walk a mile in someone else's shoes



## Attitude

- The vast majority of colleagues deliver great customer service, but 1 in 4 customers are dissatisfied
- Be one of the good guys - don't be part of the problem! And if you see something that's not right, **call it out!**

## How To Apply

It's really simple!

- Just visit <https://www.msvhousing.co.uk/careers/job-vacancies/>
- Answer a few questions
- Upload your CV

We will be regularly checking applications and we will contact you very quickly if you stand out from the crowd – we want the best people as quickly as we can.

We are excited to hear from you!

