Permanent Neighbourhood Management Officer

16 hours
Scale C3 (£22,221 to £23,708)
Ref: WNWhL 50
Closing Date: Thursday 23 February 2012 at 12 noon

PURPOSE OF THE ROLE:

The post-holder will assist the Neighbourhood Performance Manager. They will ensure that effective housing management services are provided to our tenants and other customers in line with the area service improvement plan.

Responsibilities include:

- Dealing with minor repair issues.
- Taking effective action to resolve anti-social behaviour on estates and work with other agencies to create sustainable communities.
- Contributing towards the Regeneration Agenda including involvement in option appraisals.
- Ensuring that the estate environment is maintained to the highest standard.
- Assisting the Account Manager to ensure that local income targets are met.
- Being a proactive member of a team willing to contribute to its positive development.
- Actively promoting tenant/resident involvement, which could include attending meetings outside normal working hours.
- Recognising persons and families that are homeless or in housing need and giving them the appropriate assistance.

The post is a demanding one and requires a motivated individual who is able to understand the impact that they can have on the estate in which they work. The role provides the first point of contact for many of our customers and the successful applicant will have a desire to give the highest possible service in the communities they work.

Closing Date: Thursday 23 February 2012 (Noon)

Please note it is standard practice that all new permanent employees are appointed subject to satisfactory employment verification checks and a six month probationary review period.

Application forms should be obtained from the West North West homes Leeds website – www.wnwhl.org.uk, and completed application forms sent by email to abclrecruitment@abcl.org.uk, or by post to Unit 1 Acorn House, Acorn Business Park, Killingbeck Drive, Leeds, LS14 6UF. If you have any queries, please telephone HR on Leeds (0113) 2149002.

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West North West Homes Leeds Limited is registered in England number 6031549.
Registered office: Westfield Chambers, Lower Wortley Road, Leeds, LS12 4PX.

West North West homes Leeds is committed to equality of opportunity and applications from all sections are welcome.

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