

NLM Job Description

Role:	Neighbourhood Officer
Department:	Housing Management
Responsible to:	Enforcement & Income Manager
Number of staff reporting:	None
Salary:	£30,000 - £35,000 Per Annum

About Us

NLMHA is a not-for-profit organisation which seeks to provide outstanding customer service. Managing over 1000 homes in 5 local authority areas across Northeast London, we build thriving neighbourhoods and work tirelessly to transform the lives of our residents.

Role Outline

To provide a customer-focused, proactive and responsive neighbourhood management service for NLM residents, ensuring safe, well-maintained estates and cohesive neighbourhoods.

What We Offer

- 25 days paid leave (28 days, following 2 years of tenure)
- Hybrid working availability (1 day per week)
- Contribution towards your gym membership
- Free eye tests
- Pension contributions
- Employee Assistance Program

Key Responsibilities

Neighbourhood Management & Tenancy Services

- Act as first point of contact for neighbourhood issues (Anti-Social Behaviour, neighbour disputes, parking, refuse, CCTV, fire and health & safety).
- Carry out regular estate and property inspections, escalating issues and ensuring compliance with fire, health & safety standards.
- Manage lettings, including viewings, sign-ups, voids, transfers, mutual exchanges, and tenancy audits, ensuring minimal rent loss.
- Enforce tenancy agreements, investigate breaches, and manage complaints/disputes, taking appropriate action where required.
- Support tenants with advice on rights, responsibilities, succession and how to maintain their tenancies.

- Liaise with internal teams on service charges and property maintenance.
- Monitor VfM for the services that we provide.

Resident Engagement

- Build strong relationships with residents, community groups and partners, promoting participation and empowerment.
- Support tenant associations, forums and focus groups, sometimes outside core hours.
- Develop and deliver consultation activities, training programmes, satisfaction surveys and newsletters.
- Organise and attend resident meetings, events, and community initiatives (e.g. youth, health, employment programmes).

Operational & Resource Management

- Respond to resident queries within agreed timescales.
- Arrange services such as pest control in communal areas.
- Ensure accurate records and use IT systems effectively.
- Seek efficiencies and value for money in service delivery.
- Contribute to policy, service improvements and organisational objectives.

Other Requirements

- Regular travel across estates (full driving licence and vehicle essential).
- Occasional evening and weekend work for resident meetings and events.
- Carry out duties as may be appropriate to the post as directed by your Line Manager.

What We're Looking For:

Experience & Knowledge

- Strong background in housing management (minimum 2 years), ideally within social housing and neighbourhood services.
- Hands-on experience dealing with anti-social behaviour, neighbour disputes and void property management.
- Comfortable working with vulnerable or disadvantaged groups, with sensitivity and professionalism.
- Good understanding of housing law, tenancy management, and current housing legislation.
- Awareness of health, safety, fire safety and welfare issues affecting tenants.
- Knowledge of welfare benefits and housing support services (desirable).

Skills & Abilities

- Confident in managing challenging situations, resolving conflict, and achieving positive outcomes.

- Able to balance competing priorities, stay organised and deliver results under pressure.
- Excellent written and verbal communication skills – from drafting clear reports and letters to engaging with residents and partners.
- Strong problem-solving approach, with a proactive, “can-do” attitude.
- IT literate, with experience using Microsoft Office; knowledge of housing management systems (e.g. SDM) is an advantage.
- Team player who can also work independently, supporting colleagues and contributing to shared goals.
- Be able to demonstrate a willingness to learn on the job and acquire new skills.

Qualifications

- Educated to A-level standard (or equivalent) as a minimum.
- Degree or professional housing qualification (desirable but not essential).

Personal Qualities & Other Requirements

- Flexible and willing to attend occasional evening/weekend meetings and events.
- Culturally sensitive, tactful, and committed to equality, diversity and inclusion in all aspects of service delivery.
- Motivated, approachable, and able to build strong relationships with tenants, colleagues and external partners.
- Full UK driving licence and access to a vehicle.

As an equal opportunities employer, NLM is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join NLM.