

Job Description	
Position	Regeneration Officer
Department/ location	Housing Management Service
Reports to	Housing Manager
Staffing responsibilities	N/A

**Overall context and purpose of the role**

The Regeneration Officer is responsible for the delivery of excellent housing management services to all of our customers across a range of tenures including all Barnet Homes managed properties and leasehold accommodation. Also responsible for ensuring that housing management services meet residents expectations and priorities and that our customers have the opportunity to influence service delivery.

The officer will also be responsible for maximising awareness and understanding of the regeneration process and will work closely with residents affected by the moving process, providing them with advice on their housing options. This will require working in partnership with support services, housing associations, London Borough of Barnet business units and other agencies in order to assist residents whilst ensuring the decanting timeframes are successfully met.

**Main duties and responsibilities**

- *To proactively contribute to a high-performance team* that is both customer-focused and effectively deals with tenant and leaseholder enquiries regarding matters relating to their tenancy and lease in line with the organisations policies and procedures
- To ensure the successful delivery of regeneration projects for Barnet Homes and where applicable to provide an excellent service to residents who are moving home due to the regeneration of their home/estate, whilst working in partnership and engaging with stakeholders to ensure that regeneration projects are successfully delivered.
- To ensure prompt decanting of scheduled regeneration properties/blocks and prompt allocation of new properties in accordance with the respective Master Plans and Decant Policies (all of which differ across the Regeneration estates), and to assist with accompanied viewings and sign ups to the new properties.
- To carry out housing needs surveys and verification visits with residents affected by the decanting process, LPS or gas safety issues, providing a high standard of management, and keeping these up to date as residents arrive or leave, and household circumstances change.
- To give appropriate advice to residents on their housing options within the context of the regeneration proposals and to arrange re-housing and decant assistance in line with agreed procedures
- Responsibility for ensuring project deliverables are met within timeframes, escalating issues and risks to management.
- To work in partnership with key stakeholders to ensure project deliverables are met. This includes consultation, liaison, negotiation and engagement with stakeholders such as legal teams, London Borough of Barnet/R<sup>e</sup> Regeneration teams, Barnet Homes' regeneration teams, developers, contractors and resident groups.
- To provide data, analysis and regular project progress reports for the management and external partners on regeneration projects and deliverables.
- To represent Barnet Homes in meetings and be able to liaise on a regular basis with senior managers from LBB, R<sup>e</sup>, partner RSLs, and contractors, local Councillors, Members of Parliament, and residents' representatives.

- To attend high level regeneration meetings with residents, representing Barnet Homes and promoting the Council's policy objectives as a positive ambassador for regeneration.
- To communicate and consult with residents on estates, including providing information as required by Residents' Partnership Boards. This includes delivering presentations to groups of residents prior to their moves, anticipating and answering their questions clearly and concisely.
- To work with other relevant parties to support and deliver community engagement functions against a workplan agreed with the Resident Engagement Team and line manager.
- To manage anti-social behaviour (ASB) ensuring that incidents of ASB are resolved quickly and efficiently
- To take enforcement action for breaches in the terms of a tenancy or lease and represent Barnet Homes at the First Tier Tribunal / County Court to provide witness evidence when necessary
- To carry out regular estate inspections ensuring that residents are involved and standards are maintained within the organisations Performance Indicators. To work with residents and other departments to identify estate improvements
- To undertake tenancy audits and where necessary take appropriate legal action to recover any properties where the legitimate tenant is not residing in the property
- To effectively respond to all leaseholder and tenant queries raised within Barnet Homes' regeneration estates relating to the management of their lease or tenancy
- To manage all tenancy and/or lease changes to include assignments, successions name changes, extensions etc etc
- To liaise with other specialist teams of Barnet Homes and London Borough of Barnet in responding to pre-assignment enquiries and to ensure that Barnet Homes' liabilities are discharged and parties to the assignment are informed of their respective liabilities
- To contact all new open-market leaseholders within the first 2 weeks once receiving the transfer details to offer them a new leaseholder interview
- To ensure that applicants understand leasehold ownership obligations and liabilities and respond to any resulting enquiries
- To ensure that customers adhere to the repairing covenants in their lease or tenancy and co-ordinate efforts with repairs services when necessary in ensuring that cases of disrepair get resolved
- To provide advice and support to vulnerable residents to enable to sustain their tenancy or leasehold property
- To provide relevant information to other service areas and agencies ensuring that appropriate information sharing agreements are in place.
- To demonstrate an understanding of data protection and confidentiality when dealing with customers
- To take steps to identify and to seek training to address any skills and knowledge gaps to ensure that the requirements of the post are carried out in an informed, professional, efficient and effective manner
- Provide administrative support for housing management related activities and projects with a focus on development and service delivery, in line with agreed work plans, quality standards, and internal policies and procedures.
- *To ensure that all performance targets within the service area are met and that all procedures are carried out in accordance with Barnet Homes policy*
- Develop and maintain internal and external working relationships to support awareness of other departments and stakeholders in order to deliver an effective and cohesive service.
- Maintain an understanding of external best practice and developments within the sector to ensure a strong customer focus in delivering support activities for the area.
- Identify the needs of vulnerable communities in order to deliver highly responsive services directly to the customers.
- Perform face-to-face visits to customers and ensure that the needs of vulnerable children and adults are addressed and met and ensure that senior staff is regularly consulted and updated with reports.
- Build and maintain strong internal working relationships within the wider service area in order to ensure the cohesive delivery of services to customers

- To ensure that all existing casework management and IT systems are updated promptly and accurately as appropriate. To contribute to the development of these systems in order to ensure that they are effective and to make recommendations for improvements, if necessary.
- Build effective working relationships with internal stakeholders in order to support the effective delivery of services in compliance with legislature, regulations and Barnet Group policies and procedures.
- Work alongside external contractors, suppliers and partners to deliver projects and programmes to the expected standards.
- To be able to work alone, visiting residents in their home while observing the organisations lone working procedures
- Maintain broad awareness of other departmental functions across Barnet Group in order to provide effective service to a range of internal customers by effectively understanding and meeting their needs.
- *To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service*

## General Obligations

### Performance management

- Ensure that performance targets are met and a culture of performance management, customer care, value for money and resident / service users' empowerment is embedded across the Group

### Flexibility

- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

### Health and Safety & Data Protection

- All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.
- All employees have a duty to ensure that they are familiar with and follow the provisions laid out in the General Data Protection Regulations and The Barnet Group's internal data protection policies and procedures

### The Barnet Group's commitment

- Deliver The Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The Barnet Group delivers.  
Demonstrate commitment to a culture of safeguarding children, young people and vulnerable adults

## Person Specification

**Job title:** Regeneration Officer

### Education, Qualifications, Memberships

- Educated to GCSE level including C in Math's and English (or equivalent qualification through experience)
- Excellent numeracy and literacy skills

## Experience

- Experience of working within the areas of tenancy and/or leasehold management for a housing provider
- Experience of dealing with the public in a customer service environment
- Experience of preparing witness statements, legal documents, case reports and attending court
- Experience of partnership working and developing external relationships
- Experience of working within a team
- Good IT literacy and experience of using Microsoft Word/Excel

## Skills and Knowledge

- Strong technical knowledge of Housing Law, welfare reform, legal requirements and practical application of legislation and good practice relevant to housing management across various tenures including all forms of tenancy managed by Barnet Homes and ODH as well as leasehold properties
- Excellent customer support and service skills
- A practical understanding of what constitutes excellent customer care, how it can be measured and improved and a commitment to delivering it and an experience of working with residents to improve service provision
- The ability to demonstrate a proactive, customer focused/witness centered approach to the job
- The ability to work flexibly, on own initiative, under pressure, managing competing priorities, problem solve and a questioning approach to service delivery
- The ability to communicate logically, concisely and effectively at all times linking in networks to build effective working relationships
- The ability to demonstrate influencing skills, confidence and tenacity to ensure timely resolution of cases.
- Ability to provide effective support services to customers and colleagues in the area of tenancy and leasehold management using your own technical and professional expertise.
- Ability to effectively prioritise and coordinate own workload and the work of others, where appropriate
- Ability to independently respond to and resolve queries to issues within area of responsibility, maintaining confidentiality and integrity.
- Ability to analyse data and present findings and/or recommendations to inform senior level decision making
- *Ability to be a positive role model to members of the team and colleagues and an excellent ambassador for the organisation when appropriate*

Values	Behaviour Indicators
• Show respect	• Treat other people as you wish to be treated yourself
• Find solutions	• Think outside the box, and be innovative
• Make a difference	• Go the extra mile to show your customers you really care
• Be person-centred	• Treat everyone you meet as an individual, and remember, one size does not fit all