

www.cornwallhousing.org.uk

CORNWALL HOUSING

BE PART OF THE CHANGE



Neighbourhood Housing Manager
Recruitment pack



A CORNWALL
COUNCIL COMPANY

Join us at Cornwall Housing and be part of the change

Safe homes in strong
communities for one
and all

If you're after a challenge and a change, where you can really make a difference, then we've got a home for you at Cornwall Housing.

We're an organisation that is changing the way we deliver our services. Why? It's simple, because our residents are telling us they want us to improve our services and we've been listening.

We want the right people in the right places based around our communities and that's why we're launching locality working, our new neighbourhood approach that brings our services to our customers.

Locality working at Cornwall Housing is based on 3 areas; Mid and West Cornwall, Northeast Cornwall and Southeast Cornwall and is an opportunity to shape the housing and repairs service we deliver into a new neighbourhood approach, one that puts our residents at the heart of what we do.

Our vision for locality working focusses on:

Collaboration

Bringing our housing management and repairs teams together in our neighbourhoods and communities, working together to deliver and improve services for residents.

Putting residents at the heart of what we do

Listening and understanding what matters to our residents and communities and responding in our localities to deliver the right services in the right locations.

Providing excellent customer services

Leading our teams to put customer care first and to provide a high quality service for our residents focused around our neighbourhoods and communities.

Knowing our neighbourhoods

Taking a strategic view of our neighbourhoods and our role as a social landlord to understand resident insight, strengthen engagement and build strong relationships together with our partners for the benefit of our communities.

We're looking for someone not just with the proven experience and skills but someone who thinks differently, can work collectively and be part of something that truly improves lives. If you're an inspiring leader ready to help shape the future of social housing in Cornwall, if you're up for seizing an opportunity and you're ready to be part of the change, then our Neighbourhood Housing Manager role might just be for you.

Hayley Austin

Executive Director of Housing Operations

About Cornwall Housing

Cornwall Housing is an Arm's Length Management Organisation (ALMO), owned by Cornwall Council. We are responsible for maintaining approximately 10,200 homes as well as 400 leasehold homes.

We work closely with the council and our residents to deliver key housing services across the region, ensuring we have safe homes in strong communities for one all.

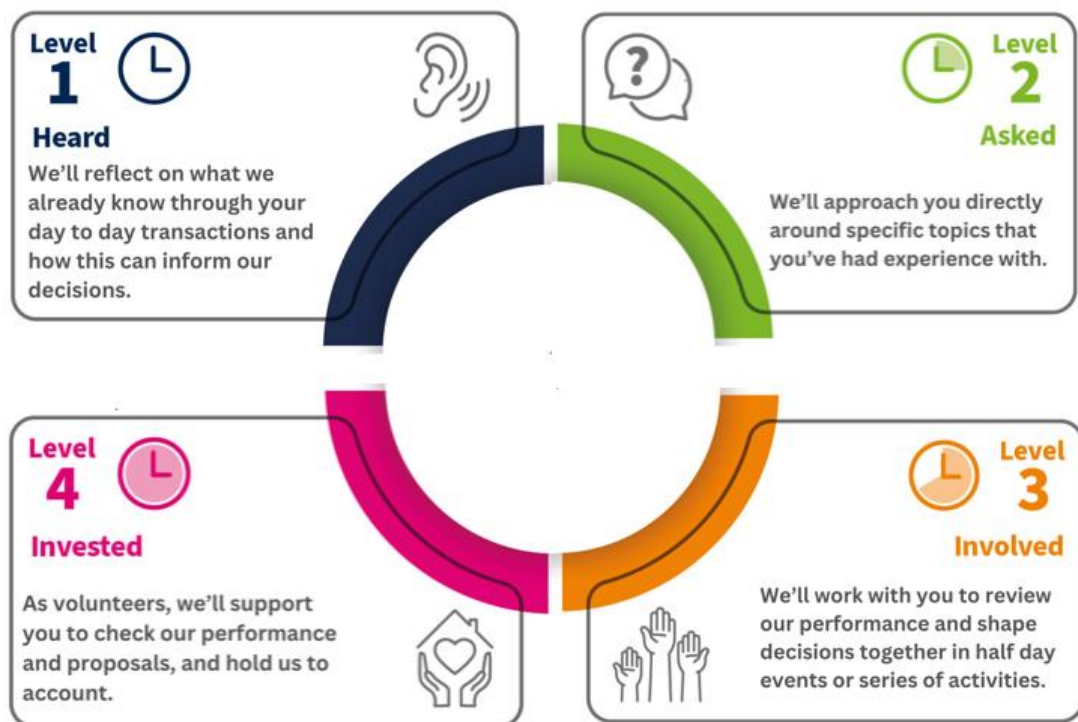
To find out more visit www.cornwallhousing.org.uk



Resident involvement at Cornwall Housing

At Cornwall Housing, we understand that experience brings knowledge and that our customers thoughts and ideas are a real key factor in ensuring they receive a service they deserve and making our organisation a success.

We have created 5 commitments as part of our new Resident Engagement Strategy and different levels of involvement where residents can make a real impact.



To find out more about our commitments to resident involvement visit our [website](http://www.cornwallhousing.org.uk)

2025/26 Priorities



Our Homes

1. To complete all actions committed to within the lifting of the Regulatory Notice (EICR 5 years, FRA remedials, SCS's) and ensuring continued delivery of all Quality & Safety Standard requirements.
2. To have a clear operational and financial plan to improve the condition of the stock over the next 10 years, reflected in the HRA business plan
3. To effectively mobilise the new R&M and M&E contracts, leading to improved capacity, resilience and performance across all elements of maintenance work and start the work to bring forward permanent partnership arrangements



Our Residents

4. To continue to roll out the new resident engagement approach, drawing "insights" from each Level and across all areas of the business to demonstrably show service change via resident input, ensuring that CHL continues to grow the number and value of insights gained and used
5. To develop and agree a set of Customer Standards with local residents appropriate to delivery within Cornwall and begin the work to better "Know Our Residents", identifying gaps and working to develop solutions

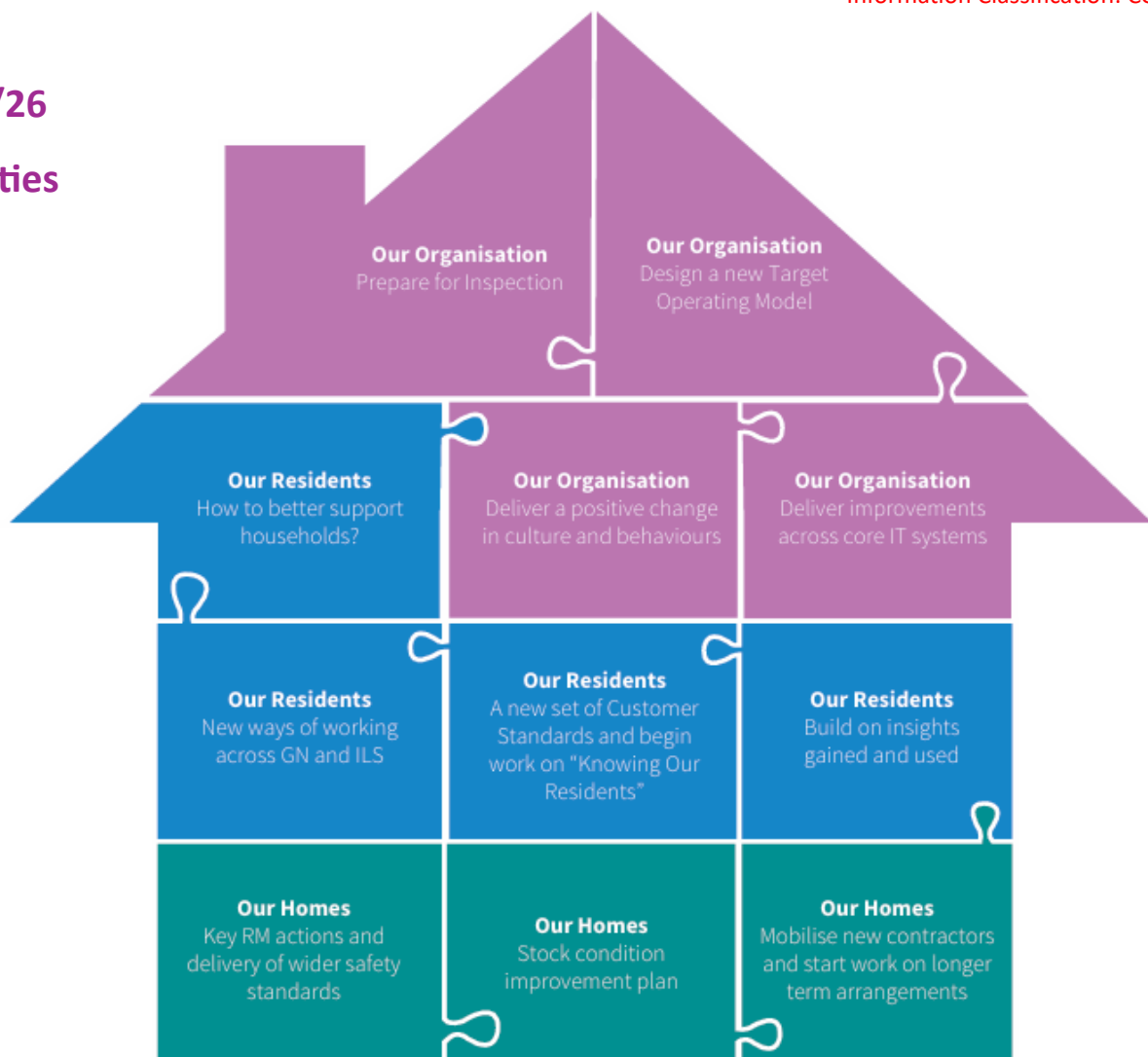


Our Organisation

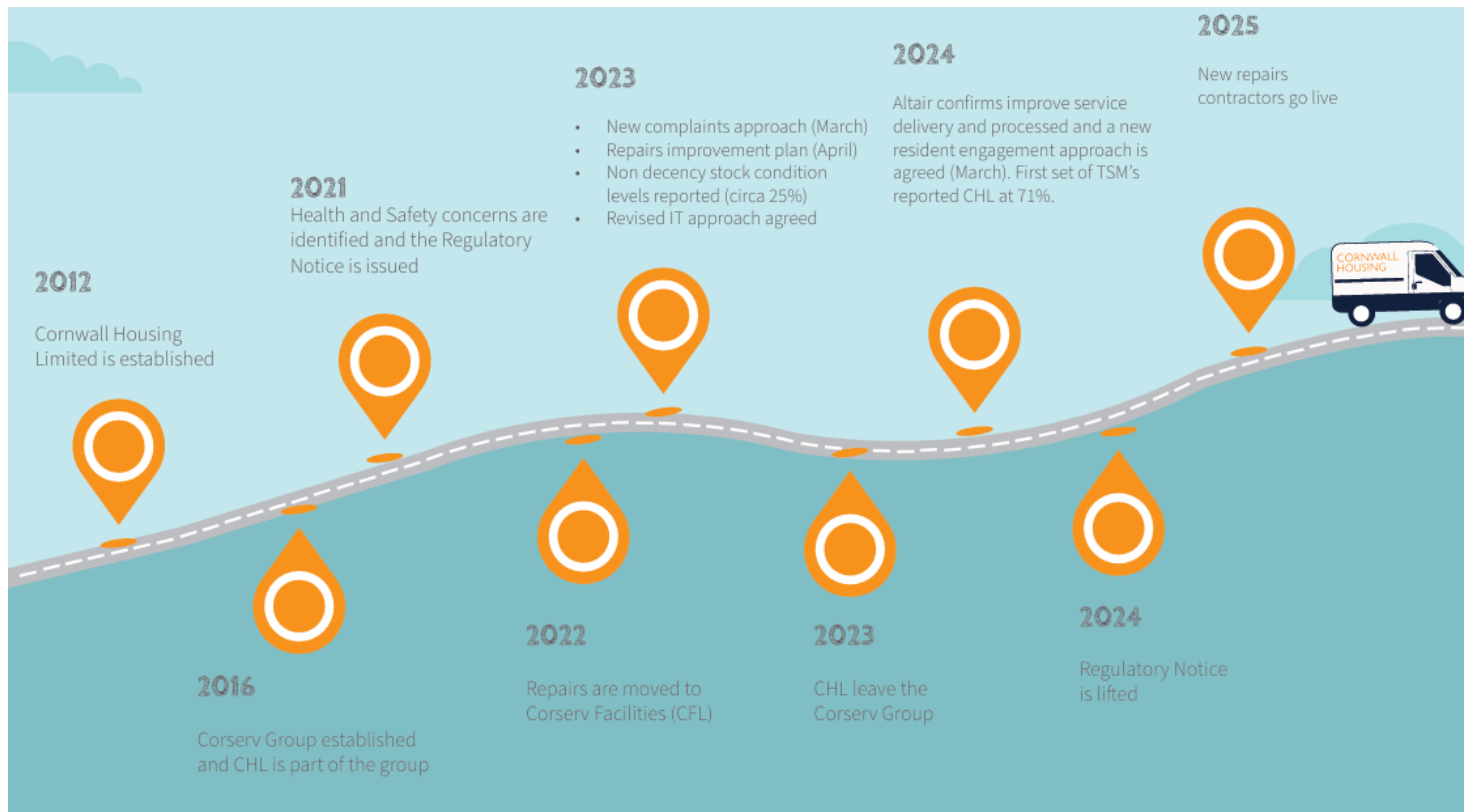
8. A measurable change in organisational culture, expressed via employee wellbeing, behaviours and working practices.
9. To deliver the next stage of the Digital Change Roadmap, ensuring core systems are integrated, including those of new partners. To develop document management approaches into a single system and to improve key data and work flows, leading to enhanced communication with residents and data integrity across CHL
10. To develop the target operating model and use this to shape decisions around investment and disinvestment as well as shaping wider strategic discussions
11. To ensure that the organisation is well prepared for the new RSH inspection regime and that staff, contractors, council colleagues and the CHL Board are aware of what may be expected of them

2025/26

Priorities

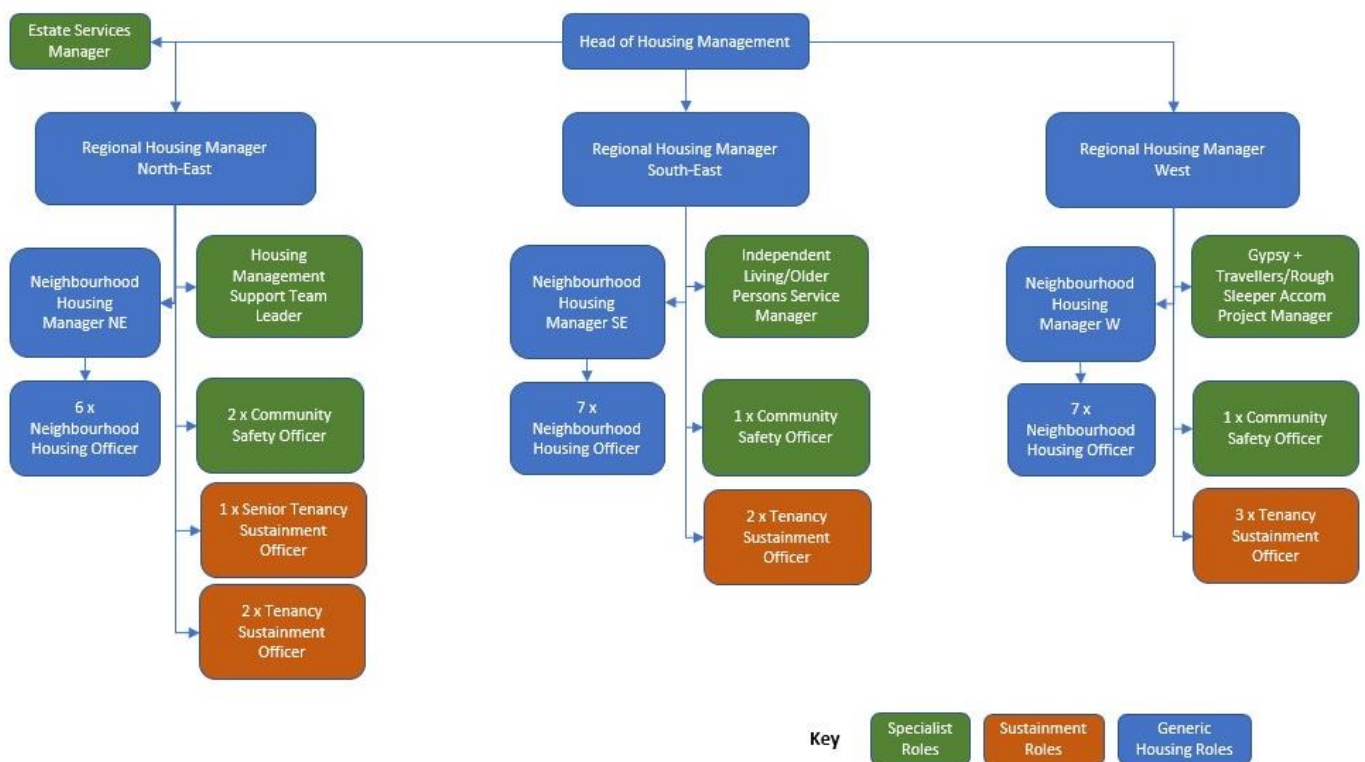


The Cornwall Housing Story



Housing Management Structure

As part of our committed to improving services, our new neighbourhood management structure brings our people and property services together, working alongside repair surveyor patches in our communities. It's a new way of working that places tenancy management at the heart of our customer-facing services. Within each Region, we've invested in our people, lowering housing officer patch sizes and adding new specialist roles to help our resident sustain their tenancies. The role you are applying for is an exciting opportunity to lead and shape our future, to understand different local needs, and to make the right decisions which provide the right service at the right time which make a difference to the lives of our residents.



Role profile – Neighbourhood Housing Manager

Role Title	Neighbourhood Housing Manager
Team	Housing Management
Report to (role title)	Regional Housing Manager

Role Purpose:

Deliver excellent, customer-focused, tenancy and neighbourhood services to our tenants and residents across a geographical area that is focused on sustaining tenancies, supporting communities and ensuring our homes are safe. To do this by playing a proactive role in the management of our homes and dealing with any escalations for tenancy, community and safety issues in a positive and accessible way.

Build strong relationships that bring together other services for the benefit of our communities, and that deliver partnership working across our localities to manage estates, deliver performance improvements and support improved ways of working. Be the person who brings together people and services and who provides a coordinated 'place-based' approach to make a difference for our residents.

To care about where you work, and to carry out activities to the highest standards of integrity and professionalism in accordance with the Company's policies and procedures, and with the Social Housing Regulator's standards and best practice.

Summary of Duties:

- Manage a geographic area of homes, leading a team to create a high-performance culture which puts residents at the heart of the service, ensures they are listened to, and supports your team to creatively work with others to resolve housing issues, improve neighbourhoods and make places people can be proud to call home.
- Proactively build strong relationships and be an ambassador for Cornwall Housing in our communities, building networks to find the right people who can help, whether it's public services, statutory agencies or the voluntary sector, and bringing agencies together to solve problems and sustain tenancies. Be the person who can intervene at the right time and make something happen.
- Keep residents safe through ensuring your team understands and inspects the places where our residents live; know about repairs to homes, how to address damp and mould, and how we should act to keep our buildings compliant and improve fire safety.

- Lead a team to deliver tenancy management services to meet performance targets, ensuring that they apply professional curiosity where needed, and pro-actively engage with our communities to make a difference for the lives of our residents.
- Challenge others where its right to do so, whether that's supporting your team to act against people who breach their tenancy or commit anti-social behaviour, or its resolving case escalations to address something which should have happened. To act on the right thing at the right time, and not the easy thing.
- Ensure your team adopts the highest level of customer service, seeking to resolve issues at the first point of contact, dealing with enquiries effectively and communicating in an open and transparent manner, in accordance with CHL service standards and timescales.
- Support the effective use of specialist resources across your management team through the effective escalation of cases to the right team for the right customer at the right time.
- Proactively and effectively respond to complaints, MP and Councillor enquiries, ensuring a focus on de-escalation and resident satisfaction.

Main Duties and Responsibilities

Tenancy Management

- Lead a team to enforce the conditions of tenancies and leases and support them to work with residents and specialist teams to advise of breach of tenancy and escalate cases through appropriate legal remedies where this is reasonable and proportionate to act.
- Support colleagues and your team to deliver performance objectives in re-letting empty homes, providing re-housing advice where appropriate, monitoring for abandoned properties and helping in the effective management of residents who are ending their tenancy.
- Provide new tenant management services, ensuring the delivery of introductory visits and support for residents, guiding them on the local area, the services provided and their tenancy responsibilities.
- Resolve escalated service requests and case management such as tenancy changes, mutual exchanges, boundary disputes or permissions, providing technical tenancy management services around understanding the conditions of tenancies and leases.
- Ensure your team works with partners such as across Cornwall Council to resolve escalated tenancy management issues and build strong geographic relationships to support effective joint working around environmental protection, tenancy fraud, tackling hoarding or to resolve complex cases.
- Lead your team to maintain a caring and professional level of curiosity, supporting tenants to sustain their tenancies, or signposting to other services to help manage money, offer energy advice, access food or furniture, and help vulnerable tenants to live independently, including those who experience mental health issues, or drug and alcohol dependency.

Community Engagement

- Champion the wider community and neighbourhoods across your geographic area, identifying and coordinating opportunities for improving localities and funding, promoting resident engagement and ensuring your team genuinely put tenant views at the heart of local decision-making.
- Promote a culture to support, encourage and enable tenants to become involved in the services which we provide and at a level at which tenants feel comfortable by enables them to feel empowered to voice opinions and priorities.
- Maintain and develop partnership working within Cornwall Housing, the Council and other external agencies to improve the lives of our customers and build resident engagement across localities. This may involve attendance at community events, action days or tenant association meetings which could be outside of normal working hours.
- Ensure your team works cooperatively with tenants, other landlords and relevant organisations to deliver the safe use of shared spaces across our neighbourhoods and estates, for both internal and external areas, even where these are not directly the responsibility of Cornwall Housing. This includes fly tipping, abandoned vehicles and improvements to shared areas such as reporting defective lighting.
- Within a designated geographic area, to understand the presence of Cornwall Housing and other providers, communicating to residents the roles we can play in promoting the social, environmental and economic wellbeing of an area and lead the Neighbourhood planning process, building co-operation with local partnership arrangements and supporting the strategic housing function of Cornwall Council.
- Lead your team to carry out a full range of “on the ground” neighbourhood activities, including regular neighbourhood inspections, visits, meetings, partnership working and walkabouts with colleagues, residents and partner agencies. Take steps to resolve escalated issues including instructing other teams, partners or external agencies to undertake necessary action, checking on progress and escalating to remove barriers for local residents.
- Work with Asset Management and Estates colleagues to coordinate and identify projects for improvements to our estates, including supporting your team on resident consultation and engagement to help prioritise the improvements for a geographic area linked to budgets and financial commitments.
- Understand the financial charges for schemes in your area, and how these linked to the overall budget structure, contracts and service delivery, working with Estate Services and the accountable Rents and Service Charges Team to make informed decisions on future spend.

Safe Homes

- Support your team to identify signs and risks associated with domestic abuse, child protection, public protection and protection of vulnerable adults, ensuring and monitoring referrals to external organisations and attending multi-agency meetings as appropriate.
- Lead your team to provide an appropriate Safeguarding service to vulnerable residents, building networks with the relevant Statutory Agencies, ensuring compliance with and the promotion of Cornwall Housing's Safeguarding Policy.
- Lead your team to respond to reports of anti-social behaviour, harassment and nuisance, investigating, ensuring that cases are managed in line with best practice, policy and procedure, a victim-centred approach and clear communication to improve resident satisfaction and outcomes.
- Work alongside Assets Compliance teams to support gaining access to properties for the purpose of servicing installations to keep residents safe, resolving case escalations and using tools and techniques from tenancy management as appropriate to ensure the safety of residents.
- Support teams across the business in the management of emergency moves and decants, ensuring that the resident is supported through the process.
- Ensure your team undertake property and block inspections as required and that the outcomes are reported and monitored to provide general assurance that properties and communal areas are maintained to a satisfactory standard, and to reduce the risk of fire through actively ensuring fire safety and the completed of fire risk recommendations.
- Lead your team to keep residents safe through understanding and inspecting the places where our residents live; knowing about repairs to homes, how to address damp and mould, and how we should act to keep our buildings compliant and improve fire safety.
- Support your team to assist with the management of disabled adaptations through identifying residents for referral, including liaising with Occupational Therapists where this will help a resident to sustain their tenancy and improve their safety.
- Support our Building Safety obligations through the effective management of your geographic area and developing a culture of professional curiosity to observe and report items for action.

Leading your Team

- Lead, motivate and inspire your team to deliver a visible, accessible face to face service to residents, ensuring people demonstrate a commitment to customer service and care.
- Develop a values-driven and customer-centric approach within your team, supporting them to work with other parts of the business for the benefit of our residents and our business.
- Provide visible leadership, support and coaching to your team, ensuring effective management is in place to achieve high levels of employee engagement.

- Operate an accountable, well organised and high performing case management service that delivers high levels of customer service in line with agreed targets and organisational objectives.
- Manage the performance of your team to achieve key performance indicators, performance against budgets and the effective use of resources, working flexibly to get things done for residents.
- Review priorities on a day-to-day basis, supporting your team to manage multiple complex situations at once, whilst ensuring proactive plans are in place to consider the future.
- Be the subject matter expert for your geographic area, providing support and resolution to escalated cases, and for the coaching of others.
- In the absence of the Regional Manager, support the Regional team to coordinate the delivery of services for the benefit of residents.
- Deploy recruitment, training, performance management, tools and technology to enable your team to perform at their best for residents and to be productive in their ways of working.
- Lead your team to develop a health and safety culture, monitoring reports to ensure that health and safety risks are identified and dealt with appropriately, that these are reported and if appropriate that actions are taken to reduce risks to staff, residents, contractors or members of the public.
- Take responsibility for your own Health & Safety and not to put others at risk by following all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood.

Strategic Working and Stakeholder Relationships

- Support the development and delivery of operational plans in your area, using feedback from residents and your team, alongside data to identify and implement improvements.
- As a member of our senior management team, support regular meetings with repairs and assets, specialist teams and others in customer services to get things done, and meet resident expectations.
- Keep up to date with legislative change and best practice developments, identifying barriers, providing constructive challenge and recommending changes to provide continuous improvement for residents to improve services, remain compliant and the benefit the wider business.
- Work to ensure that good working relationships are fostered and maintained with colleagues, partners and external agencies, taking a lead in developing positive relationships to help resolve escalations in case management, improve services for our residents and enhance the reputation of Cornwall Housing.
- Represent and be a positive ambassador for Cornwall Housing at external resident liaison meetings, relevant events and political forums.

NB - this cannot be a definitive list of duties due to the nature of providing an effective patch-based service, and as such, other duties and requirements will occur that have not been documented here.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes.

<p>Making Safety First</p> <ul style="list-style-type: none"> • Ensuring safety is at the forefront of everything you do and contribute to embedding it throughout the business. • Demonstrate safe working practices and never 'walk-by'. • Ensure clarity of instruction and briefing of required safe standards for every job. • Be a supportive team member ensuring all work equipment and PPE available is utilised and safe working procedures followed. • Be open to collaboration on safe working and participate in open communication with the wider team and management. 	Interview
<p>Leadership</p> <ul style="list-style-type: none"> • Lead by example at all times and in accordance with the company values, innovative, trusted, collaborative and positive. • Operate with honesty, integrity and openness. • Inspire commitment and engagement in within your team. • Challenging decisions where they crucially affect the interests of your team or business. • Making suggestions for improving own or others' work. • Raising difficult issues with colleagues to improve relationships or address misunderstandings/ • Contribute to and support the wider corporate agenda. • Take ownership of issues, always have a "can do" attitude and always act in a professional manner, with honesty and integrity. • Bring a real resilience and commitment to the Company. 	Interview
<p>Customer Focus</p> <ul style="list-style-type: none"> • Put customers at the heart of what we do and engage fully and effectively with our tenants and other customers. • Deliver a right first-time customer focused service, to our internal and external customers at all times, and ensuring our team members have this as a key driver in their everyday service delivery. 	Interview

<ul style="list-style-type: none"> • Treat our customers with respect and provide a fair and consistent service. 	
Focus on Performance and Excellence <ul style="list-style-type: none"> • Contribute to a high-performance culture that provides an excellent value for money service. • Ensure a quality approach underpins all that you do. <ul style="list-style-type: none"> • Stay up to date with best practice and align your approach accordingly. • Consistently deliver results to a high standard. • Contribute to your team through sharing ideas and listening to others. 	Interview
Collaborative <ul style="list-style-type: none"> • Work with wider teams and clients to deliver success, do not operate in a silo environment. • Value others approach to projects and challenges within your role. • Work within your team to empower yourself and others to deliver excellent results. • Be an effective communicator at all times. 	Interview

Qualifications and Experience The following qualifications and experience are essential:	Recruitment & Selection
Proven experience of leading, motivating, challenging performance and coaching a team to deliver high levels of customer service.	Application and Interview
Evidence of applying technical skills; either landlord and tenant law, housing legislation, anti-social behaviour or equivalent in a similar service.	Application and Interview
Ability to problem solve and evidence creative solutions to complex issues.	Interview
The ability to meet conflicting deadlines and prioritise work, remaining calm under pressure and demonstrating resilience to deliver sound decision-making.	Application and Interview
The ability to motivate yourself to work independently, whilst maintaining visibility and acting to present CHL as a positive role model in our regional team.	Application Form Interview
Proven experience of partnership working with internal and external agencies, evidence of obtaining successful outcomes from multi-agency meetings.	Application Form Interview
Proven ability to conduct visits, carry out interviews, manage complaints and appropriately deal with difficult conversations to build positive and trusted customer relationships in a housing or similar service environment.	Application Form Interview
Evidence of leading teams to deliver resident engagement and the development of community action plans within housing or similar related field.	Application Form

	Interview
Demonstrates a knowledge of health and safety requirements and risk management	Interview
Word processing and IT experience and knowledge of Microsoft Office applications, including the use of databases to maintain customer records, file notes, documentation and report on performance.	Application Form Interview
The following qualifications and experience are desirable:	
Evidence of representing the organisation to a range of people in a professional capacity, whether this is to residents, elected members or statutory agencies.	Application and Interview
An appropriate level housing management qualification regulated by Ofqual equivalent to a Level 4 Certificate or Diploma in Housing, or a foundation degree from the Chartered Institute of Housing.	Application Form
Member of Chartered Institute of Housing or working towards qualification	Application Form

Other requirements	
The duties of the role will be carried out in line with the CHL Flexible Working model – Balance. It is a condition of employment that the role holder can attend the office as required to attend face to face meetings in order to fulfil the obligations of the role.	Application Form
The duties of the role include working out of hours and attending evening meetings. It is a condition of employment that the role holder should attend on such occasions.	Application Form
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
This role has been identified by the organisation as safety critical	No
This post is subject to a criminal record Disclosure & Barring Service (DBS) check	Yes

Timeline

The closing date for applications is midnight on Monday 5 May.

First stage interviews: 13 to 15 May (Teams)

Second interviews: 20 to 22 May (Face to face)

How to apply

If you are interested in becoming our Neighbourhood Housing Manager visit
www.cornwallhousing.org.uk

For an informal conversation about the role email peopleandhands@cornwallhousing.org.uk

To find out more about Cornwall Housing visit:

www.cornwallhousing.org.uk