

# TAFF

We deliver great homes and services  
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

## Our Values

We inspire  
**Trust**



We are  
**Ambitious**



We are always  
**Learning**



We are  
**Kind**





## **Advert**

We are looking for a kind and ambitious individual to join our Neighbourhood Team supporting our tenants to feel safe and secure in their homes enabling them to enjoy where they live.

As our Neighbourhood Officer you will help our tenants manage their tenancies, resolve neighbour disputes and promote community cohesion. You will also allocate and let our homes efficiently to minimise void times.

Your ability to communicate effectively ensuring tenants feel listened to will be crucial to your success in your role. In addition, your ability to work creatively and positively as well as use your own initiative will be paramount in you delivering an outstanding service.

We welcome any questions in advance of an application, or if there is something which matters to you, and we haven't covered this in the job pack then please get in touch with our Neighbourhood Manger, Jade Richards at [jade.richards@taffhousing.co.uk](mailto:jade.richards@taffhousing.co.uk)

This role is a temporary fixed term position for an initial 12 months. This may possibly be extended or could be ended earlier should the main post holder return to work earlier than expected.

## **THE ROLE**

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**Role title:** Neighbourhood Officer

**Responsible to:** Senior Housing Officer/ Neighbourhood Manger

**Team:** Neighbourhood Team

### **What you'll do...**

Our Neighbourhood Officers help tenants to successfully manage their homes, resolve disputes, promote community safety and improve the local area. They also let our homes and help keep tenants safe. Ultimately, all their work is aimed at helping tenants feel secure in their homes and be able to enjoy where they live.

### **What you will be responsible for?**

- Managing a complex caseload, ensuring that you remain resilient to the pressures of time demanding and emotive cases and seek support where needed
- Act creatively, positively and use your own initiative to resolve neighbour disputes using a wide range of skills, including coaching, restorative approaches and mediation
- Emphasise resolution over enforcement in your approach, using psychologically informed methods to engage with people
- Ensure tenants feel listened to and work with tenants, neighbours and community partners to help create safe neighbourhoods and communities
- Manage risk effectively to mitigate and prevent harm to staff, residents and people living in the community
- Certify spending on required items/services
- Ensure safeguarding concerns are managed, acted upon swiftly and appropriately. Demonstrate empathy and understanding
- Work with team members to improve our services
- Both allocate and let our homes appropriately and efficiently seeking to minimise void times.

- Be a regular presence in our neighbourhoods and estates, tackling problems and offering solutions
- In rare cases, seek legal remedies to resolve issues
- Complete reflective practice on your cases and actively seek out new and innovative ways of delivering services
- Develop and cultivate working relationships with external partners
- Maintain robust and thorough records for all areas of responsibility
- Prioritise tasks depending on greatest need and demonstrate flexibility to adjust to changing demands
- Advise tenants on matters relating to successions, joint tenancies, mutual exchange and management decisions.

## **THE PERSON**

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### **Essential Skills, Experience and Qualifications:**

- A great team player and communicator at all levels
- Committed to excellent customer service
- Open, authentic and accepting of change
- Resilient and ability to respond positively to conflict
- Completely committed to delivering a service that respects and responds to diverse requirements and needs
- Ability to effectively utilise technology to improve performance
- Previous experience of working in a related environment
- Knowledge and experience of Safeguarding/legal compliance
- Knowledge and experience of fire risk assessment and health and safety
- Knowledge and experience of ASB and tenancy Issues
- Knowledge and experience of site management

### **Desirable**

- Ability to communicate in Welsh or a relevant community language
- Hold a degree or relevant qualification in a housing related field.

## **We'd also love you to be**

- Digitally savvy, able to use Taff's latest technology/kit
- Comfortable to work in an agile environment, with a focus on 'getting the job done'
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture

## **What success looks like**

- Safe and attractive neighbourhood where people want to live
- Supported tenants resulting in zero evictions
- A team that tenants feel confident to approach and engage with in difficult times

\*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

## CONDITIONS OF SERVICE

**Salary:** £34,384 per annum

**Contract type:** 12-month fixed term (which may be extended or could be ended earlier should the post holder return)

**Working Week:** 35 hours a week - Monday - Friday

**Location:** We work in an agile way and this role can be delivered as part of a blended approach requiring some location working in Cardiff

### Colleague Benefits:

- ▶ 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days)
- ▶ 4 extra concessionary days and public bank holidays.
- ▶ Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- ▶ Enhanced sick and maternity pay
- ▶ Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- ▶ Permanent Health Insurance through Canada Life.
- ▶ 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- ▶ Employee Assistance Programme through LifeWorks
- ▶ Discounts at major retailers via Telus

**Checks:** DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

To apply for this post please send your CV to [careers@taffhousing.co.uk](mailto:careers@taffhousing.co.uk) stating the job reference number. Please also ensure you complete the [Equal Opportunities Form](#) by [clicking here](#).

**Closing date:** Monday 5<sup>th</sup> August @ 10am

**Interview date:** Tuesday 13<sup>th</sup> August 2024