

# *Neighbourhood Coach*

## *Recruitment Pack*

Salary	£31,694.00—£35,151.00
Closing Date	10am, 28 Mawrth 2025
Interviews date	15 Ebrill 2025  Bro Myrddin HA reserves the right to close this vacancy early should sufficient applications be received. Therefore, we encourage early applications to ensure consideration.



## **We Are Bro Myrddin**

Based in the market town of Carmarthen we provide quality affordable homes and housing related services to over 2,000 residents in and around Carmarthenshire.

We do this through our excellent team of over 30 colleagues who care about our people, listen to them and deliver for them.

## **Our Vision is...**

**“To be there for our people.”**

We are driven by a desire to continue to be regarded as an Association that;

## **Care, Listen and Deliver**

We do this as both a provider of social, affordable homes and services for our residents and as a provider of safe, secure and rewarding place to work for our staff.



## Our Vacancy

Bro Myrddin seek a dynamic and personable individual to join Neighbourhood Coach team.

Our Neighbourhood Coaches are responsible for providing all Housing Services and are the main point of contact for each resident. The services provided are similar to those previously provided by our Housing Officer but our approach to delivering these services are slightly different.

We aim to motivate, encourage and empower our residents to come up with their own solutions to issues that may arise. A flexible service available when our resident's need it.

You will have a passion for people and the ability to build good working relationships with your colleagues and our residents.





## The Package

Salary: £31,694.00—£35,151.00 per annum

Other key highlights are

- ✓ 34.5 working hours per week
- ✓ Office hours 8:30 to 16:30 (16:00 on Fridays)
- ✓ 30 days annual leave (excluding bank holiday)
- ✓ Defined Benefit Pension (CARE 6.5% employers cont)
- ✓ Annual cost of living awards
- ✓ Free (paid for) car parking
- ✓ SimplyHealth corporate health plan (Optimise)
- ✓ Staff investment (supported CPD and professional fees)
- ✓ Company sick pay

As well as many others...



## Interested...?

You like what you read and think you and us are what we are both looking for then apply via our recruitment portal

<https://www.bromyrddin.co.uk/bro-myrddin/recruitment/>

## Want to know more about the role?

Not a problem, give our Operations Manager, Samantha Fell a ring on 01267 232 714 who will be happy to chat through the role.

## Interview process

Interviews will be held at our head office in Carmarthen town. The interview panel will consist of Samantha Fell, Operations Manager and Tracy Rees, Director of Operations along with a member of the HR team.



# ***Neighbourhood Coach Staff Structure***

**Director of Operations**

**Operations Manager**

**Neighbourhood Coach**

**Neighbourhood Coach**

**Neighbourhood Coach**

**Neighbourhood Coach**

**Trainee**

**Neighbourhood  
Coach**



## JOB DESCRIPTION

<b>Post Title:</b>	<b>Neighbourhood Coach</b>
<b>Department:</b>	<b>Operations Department</b>
<b>Responsible to:</b>	<b>Operations Manager</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Location:</b>	<b>Association's Headquarters, Carmarthen</b>

### **Objectives of post:**

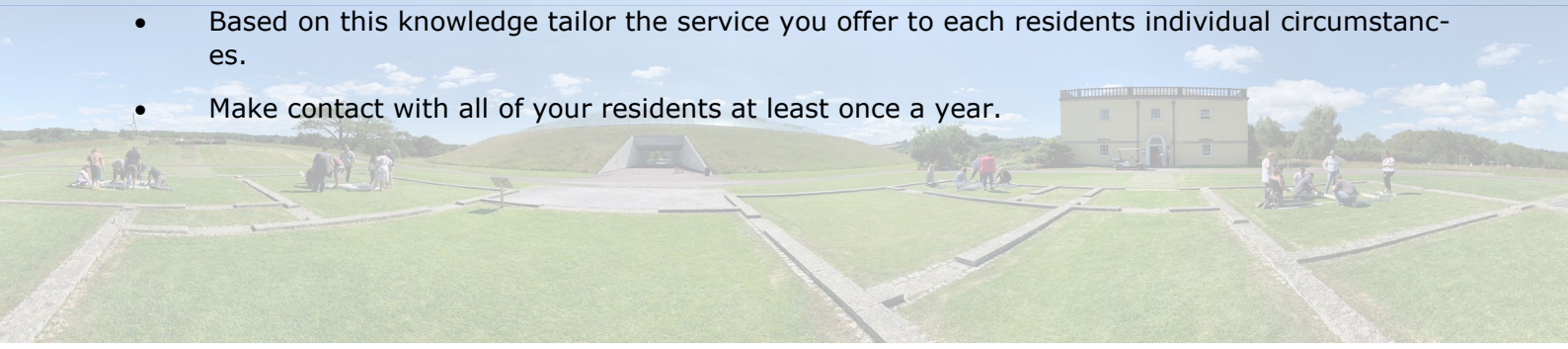
- To build strong and productive relationships with all residents on your patch.
- To coach residents to be able to have a successful tenancy with us, to use their skills to contribute to their local community and to achieve their personal goals.
- To provide all aspects of our neighbourhood coaching service including allocations, lettings, contract enforcement, rent arrears recovery, anti- social behaviour, contract and estate management and resident involvement.
- To identify the skills and abilities that each resident has to offer and make connections between residents so that they are able to help each other out.
- To provide a flexible and agile service that is tailored to the needs and aspirations of each of the residents on your patch.
- You will be part of our neighbourhood coaching team – providing mutual support, assistance and cover to other members of the team and sharing your skills and experience with the team.
- To deliver your service in line with Bro Myrddin's values: being proactive, being motivated, being accountable, being efficient and working together.

### **Main duties and responsibilities:**

- To provide a responsive, efficient and effective generic neighbourhood coaching service tailored to the needs of individual residents.
- To ensure the service is provided in line with the Association's policies and procedures, to achieve performance targets and keep to our service standards.
- Improve Bro Myrddin's local knowledge and influence through developing new and maintaining existing networks and links with other agencies.
- To offer advice and support to residents, to assist them to access all Bro Myrddin services, signpost to community services and ensure contractual conditions are upheld.

### **Getting to know our residents**

- To develop a long lasting relationship based on trust with all of the residents on your patch.
- To achieve this you will need to:
- Deploy your excellent people skills to develop a rapport with each resident, understand their circumstances and what they would like to achieve in life and then help them get there.
- Based on this knowledge tailor the service you offer to each residents individual circumstances.
- Make contact with all of your residents at least once a year.





## **Income Management**

To build a thorough understanding of each residents' financial circumstances and coach residents to have clear rent accounts or have payment plans in place that prevent the need for further action.

To achieve this you will need to:

- Have a thorough knowledge of a residents financial position and where needed, to be in regular contact with them.
- Help the resident understand their income and expenditure and to be able to manage their money well.
- Have an up to date picture of each residents rent account.
- Act quickly when you identify any shortfalls in payments.
- Build or maintain great relationships with external agencies such as DWP, Housing Benefit, advice services, tenancy support services, debt advice services.
- Refer on to specialist services such as financial inclusion, welfare benefits advice, debt advice.
- If there is no alternative, you will be responsible for:
- Preparing and serving Noticed Before Claim's (NBC's), possession applications for court hearings and attending court in support of any legal action being taken.

## **Contract and Estate Management**

To coach residents to be able to keep to their conditions of contract and ensure our estates are managed and maintained to a high standard.

To do this you will need to:

- Carry out property and estate inspections to ensure that our homes are being looked after and our estates are being managed and maintained to an acceptable standard and are fully compliant with our landlord responsibilities.
- Coach new residents to get off to the best possible start in their new home.
- Provide advice and support for residents to prepare for and accommodate repairs and planned home improvements.
- Carry out tenancy 'sign ups', new Resident Home visits and Contract Reviews when required.
- Manage all aspects of the contract including assignments, successions and joint to sole applications.
- Administer requests for Transfers, including home visits to applicants, statutory report writing, and paperwork preparation.
- Actively participate in the Association's 'Community Catch up' programme.

## **Void Management**

To find the right resident for the right home and minimise lost income for empty homes.

To do this you will need to:

- Ensure the fast and efficient turnaround of empty homes, reducing void rent loss.
- To carry out pre-void inspections with the Maintenance team and coach residents to be able to leave their home in good condition and with no rent arrears.
- Allocate properties from the Housing Choice Register in accordance with the Allocations Policy and Procedure.
- Carry out viewings for new lettings.
- Help the new resident to understand all of their responsibilities and prepare them to have a successful contract with us.



## **Anti-Social Behaviour (ASB)**

To coach residents to play their part in creating great communities and positive relationships with neighbours.

To do this you will need to:

- Ensure all complaints and incidents of ASB and harassment are fully investigated and dealt with in accordance with the Association's ASB policy and procedure.
- To maintain accurate, detailed and up to date records for all ASB cases at all times.
- To adopt a problem solving approach to ASB case management.
- Arrange and Chair multi agency meetings when required.
- Take a preventative approach to solving and reducing incidents of ASB on estates.
- To work with other agencies to gather evidence and coordinate responses to the community, victims, perpetrators and witnesses of ASB, including hate crimes, where appropriate.
- Prepare files and paperwork for legal action and presentation to court, attending court if necessary.
- Signpost residents to support organisations as and when required.

## **Resident Participation and Involvement**

To understand the skills and abilities of our residents and how they may be able to use them for the mutual benefit of the wider community.

To do this you will need to:

- Find out the skills and abilities that each resident has to offer
- Make connections between residents so that they can help each other out
- Be responsible for involving residents in activities of the Association in accordance with the relevant policies and procedures
- To introduce initiatives for resident involvement, consultation and participation and encourage a culture of involvement and inclusion.
- To attend Resident's Involvement, Consultation meetings and forums as required and to liaise with Resident's Associations or similar organisations to help them influence the way in which services are delivered.
- To participate in the production of the Residents' Newsletter and other publications as required.

## **General**

To work within the targets set out within the Association's 'Service Standards'.

- When required, participate in new initiatives that will lead to an improvement in performance and services.
- Collect information that allows performance to be monitored for all areas of your operation.
- Ensure compliance with internal audit requirements for your area.
- Be innovative in your approach.
- Ensure effective handover and allocation of new homes and assist in the development of local lettings policies for new schemes.
- To provide cover during staff absences and assist other team members with their duties as the need arises.

- To be aware of your role and responsibilities to safeguard the welfare of children and vulnerable adults and make referrals to social services or the police when necessary.
- To act in accordance with the recommended risk management measures.
- Ensure compliance and act in accordance with all of the Association's policies, procedures and strategies.
- To keep up to date with Universal Credit and other welfare reform changes, legislation and good practice in relation to all aspects of financial inclusion and rent arrears recovery.
- To keep up to date with legislative requirements and best practice in addressing ASB and advise relevant staff.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change following review and consultation with the Operations Manager and/or Director of Operations.



## PERSON SPECIFICATION – Neighbourhood Coach

<b>E: Essential</b>		<b>D: Desirable</b>	
<b>Education</b>			
E1	Good general standard of education to include English and Mathematics (GCSE grade C or equivalent)	D1	A qualification in Housing or similar related sector.
<b>Experience</b>			
E2	Minimum of 2 years' experience of working with the public	D2	Experience of dealing with legal proceedings and attending court.
E3	Experience of dealing directly with vulnerable people	D3	Experience of managing a complex and challenging caseload.
E4	Experience of managing a busy workload and planning and prioritising your work	D4	An up to date knowledge and understanding of housing and homelessness legislation
E5	Knowledge and understanding of Renting Homes Act Wales 2016	D5	Experience of working with residents who are at risk of homelessness.
		D6	Previous experience in the provision of welfare benefit support.
		D7	Previous experience of letting properties.
		D8	Experience of project management of service improvements.
		D9	Experience of dealing with rent arrears with a comprehensive knowledge and understanding of welfare benefits including Universal Credit.
		D10	A knowledge and understanding of Anti-Social Behaviour (ASB) legislation and enforcement action available for RSLs to tackle ASB.
		D11	Previous experience in dealing with ASB cases, offering advice and support to victims and taking enforcement action against perpetrators.





<b>Skills &amp; Abilities</b>			
E6	A demonstrable passion for people and the desire to help them achieve more	D12	Ability to Speak Welsh
E7	Ability to see things from others point of view and encourage others to do the same		
E8	Able to demonstrate problem solving skills and confidence in making decisions		
E9	Demonstrable ability to build rapport		
E10	Excellent communication skills (both oral and written)- including the ability to adapt the way you communicate to suit the people you are talking to and also to be able to demonstrate listening skills		
E11	Able to present information clearly, concisely and within set deadlines.		
E12	Excellent planning, time management and organisational skills		
E13	Ability to work both as a team member and on own initiative with the minimum supervision		
E14	Confident in the use of Microsoft Office products such as Word, Excel Outlook, Teams.		
<b>Other Requirements</b>			
E15	Flexibility – willingness to provide the service when it is needed – this may involve evening and weekend work	D13	Ability to adapt to rapid change.
E16	A willingness to undertake appropriate training required in order to fulfil the role.	D14	Commitment to equality and diversity.
E17	Ability to maintain confidentiality and adhere to data protection rules.		
E18	Full current valid UK driving licence and a car available for work at all times which is insured for business use.		



CYMDEITHAS TAI  
**BRO MYRDDIN**



**BRO MYRDDIN**  
HOUSING ASSOCIATION

