

Job Description

Job title: Locality Officer

Accountable to: Locality Manager – Customer and Place

Job Purpose: Our vision is to have a positive and lasting impact on our customers lives by offering them safe high-quality homes and connected communities. We'll do this by shaping our services around customer, asset, and place within specific localities

You will be accountable for delivering a professional, tenure blind, pro-active, visible, high quality, customer-centric services across a locality, shaping our services around customer, home and place within specific localities. Whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative. Working alongside colleagues to achieve our priorities you will commit wholeheartedly to this journey we have embarked upon to create a truly customer focussed culture.

You will be responsible for maintaining high data quality in our customer systems . Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

You will be working with other Locality teams and related Customer functions to deliver all operational services to an agreed area and set of standards which will need collaboration and co-operation between all teams.

The focus will be on with devolved decision making to ensure customers' needs are addressed in an efficient and timely manner.

Dimensions:

Financial responsibility: contribute to budget management across locality, contributing to the overall annual budgeting process and ensuring compliance with financial regulations.

People responsibility: You may manage a Scheme Officers within the locality

Autonomy: Within the broad direction of the Locality Manager, the role is responsible for achieving our operational goals, customer satisfaction standards, and maximising regulatory, legislative and industry best practice with a locality..

Key Accountabilities:

- To take responsibility to deliver the right outcome for our customer in a safe and timely way.
- As a key member of the locality team, model and bring our values to life, driving a culture of inclusion, collaboration, learning, development and high-performance
- Deliver operational elements of a tenure blind service across your locality, with a specific focus on tenancy, lease, and neighbourhood management to meet agreed performance,

service, financial standards ensuring customer satisfaction, and fully comply with legislation, regulatory and governing requirements

- Work collaboratively with the Locality and cross functional teams to provide a proactive data led service to deliver the customer outcomes, building trust and respect within our communities whilst ensuring effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements
- With customers and colleagues across the locality maintain and improve places. Through listening to the voice of our customers and communities shape innovative social and physical improvement so they are proud of their neighbourhood
- Be responsible for developing productive relationships with local stakeholders and partnering agencies, with a specific focus on a Local Authority built on trust, respect and a joint interest in improving the lives of our residents and communities
- Develop and maintain a digital presence within locality, actively broadcasting community messaging and by hearing our customers voice develop innovative solutions to build community ownership.
- Support the development of creative solutions to improve customer service and efficiency of delivery whilst ensuring procedures are followed and compliance and regulatory standards are met
- Ensure that our assets are maintained and improved to protect their core value and to meet the needs and expectations of current and future residents
- Through hearing our customers voice, work with the Locality Team to secure social impact benefits that create opportunity and improvements for our places.
- Contribute to the collective detailed local knowledge of customer, asset and investment needs, sharing this across locality delivery teams
- Collaboratively meet challenging targets for key business services so we meet agreed performance, service and financial standards ensuring we meet customer satisfaction.
- Contribute to delivery of the Corporate Plan, supporting key projects and activities, delivering the agreed business outcomes and benefits
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results and create a great place to work
- Ensure own effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements
- Scan the locality to identify issues that may impact Sovereign or our residents and where appropriate develop and implement mitigation plans
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign's corporate objectives whilst observing Sovereign's policies, procedures, and ways of working
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date
- Observe and comply with Sovereign's policies and procedures and promote equality & inclusion and customer care in compliance with organisational aims and objectives
- Holds the Data Steward role for data related to customer management systems as set out in Sovereign's data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation.

- Demonstrate everyone safe and well everywhere, everyday by making health and safety a primary consideration in your decision making
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organisation

- **Person specification:**

- Experience of delivering effective responsive tenure blind landlord services with locality teams to sustain tenancies and maintain our homes and places
 - Excellent demonstratable knowledge of tenancy, lease and neighbourhood approaches to maintain and improve outcomes for our customers
 - An effective communicator that builds trust and respect able to influence and challenge
 - Experience of working across teams and agencies to address complex customer needs
 - Exhibit operational thinking and values driven behaviours to fulfil our ambitious corporate plan and customer impact, asset and home & place strategies at a locality level
 - Experience of representing Sovereign at a local level to raise the profile of the business
 - Evidence of suggesting and supporting the delivery of innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation
 - Ability to work with others to optimise team performance
 - Ability to receive honest communication and develop inclusive relationships whilst remaining self-motivated and accountable for your work
 - Have a track record of meeting deadlines and working effectively with others in a complex and dynamic environment
 - Ability to record and maintain the proper use of data
 - Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach
 - Evidence of excellent customer service achievements in a complex delivery environment
 - Excellent oral and written communication and interpersonal skills
 - Proficient use of a variety digital products
 - We encourage the membership of a professional body – CIH or equivalent
- This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder

• Versio n	• Job cod e	• Author	• Date created/modifie d	• Effectiv e date
• 1		• Matt Hensby	• 3 Oct 2022	

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