

# Community Specialist (Homes & Estates)

## Job Description

**Pod:** Community

**Stem:** Homes

**Reports to:** Homes Manager

**Direct reports:** None



## Red Kite's Expectations

Our Community Pod is a team of multi-skilled professionals who are responsible for delivering housing management services to our tenants. We are a mobile, responsive, and task-based team that is committed to providing excellent customer service.

As one of these specialists, you will be instrumental in making sure that both Red Kite and its tenants look after our homes and communities, and that we provide excellent experiences when we deliver our services.

## Key Responsibilities

- Providing a responsive and proactive mobile working solution to our tenants, leaseholders, colleagues and stakeholders requests for service
- Taking ownership of planned home audits and visits, always making sure that you follow up your work so that tenants know what support is available
- Carrying out home visits for mutual exchanges, tenancy amendments, requests for landlord permission, accompanied viewings, home checks, tenancy visits at 6 weeks, 6/9 months etc, for new and potential tenants
- Being proactive and passionate when dealing with complex issues like subletting, succession and non-occupation to ensure the right outcome
- Being responsive and empathetic to our vulnerable tenants with their tenancies, and signposting them to partner agencies
- Being highly organised and effective when working alone and within a team
- Being open and honest and taking ownership of situations
- Recording and providing accurate reports
- Identifying solutions to problems that become part of the way we do things, so that we continually improve
- Managing emergency situations calmly, with empathy and control
- Working with colleagues, tenants, leaseholders and community stakeholders to improve schemes and estates
- Taking responsibility for health and safety accident reporting and investigations
- Responding to requests for visits or services from other business areas e.g. evictions, right to buy home visits
- Co-ordinating contact for the area you are working in, ensuring tenants know you are the first point of contact and can come to you in confidence

## Our essentials

- A supportive and engaged team player, with the tenant at the heart of all you do
- A colleague who is approachable, reliable and trustworthy
- Someone who can adapt their communication style to suit the situation
- A professional approach to the role and service delivery and total commitment to customer care

- A colleague who is willing to develop and share skills, experience and knowledge
- It is important you can be a trusted influence on the delivery of our services to our tenants and leaseholders
- Embrace and live our values of Partnership, Respect and Pride

## Added extras

- A passion for growth, innovation and continuous improvement, eager to deliver excellent value for money services
- A collaborative working style, effective at engaging with, influencing and enthusing colleagues, suppliers, and other stakeholders
- You've come from a place where people development opportunities were seen as add-ons rather than part of everyday life
- Be flexible and ensure that you always provide the best tenant experience
- Be open and honest, and take ownership of situations

## Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Have a full UK driving licence and access to a vehicle for business
  - Awareness of safeguarding of both adults and children
  - An enhanced awareness/experience of health and safety and lone working
  - A professional approach to the role and housing management service delivery
  - Relevant CIH Qualifications (preferred)
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