

Community Specialist (Homes)

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

- Be a key member of the team that delivers our front-line service for tenants – helping our tenants with tenancies and knowing about what's going on in our neighbourhoods
- Use mobile working technology to provide an efficient and proactive service
- Work with external agencies, tenants and colleagues to create positive outcomes
- This role will require strong understanding of different tenure types, successions, mutual exchanges, assignments, joint to sole process
- Engage our tenants with the services that we offer and help them with how they manage their homes
- Make sure our tenants and leaseholders inspire and influence the design, delivery and outcome of everything we do
- Taking ownership of planned, home audits visits and estate inspections 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, starter tenancy visits at 6 weeks, 6 months etc, for new and potential tenants and customers
- Strong case management of untidy gardens, property condition, hoarding etc.
- Managing medium level anti-social behaviour cases from report to resolution e.g. noise nuisance, graffiti
- Being proactive and passionate when dealing with complex issues like safeguarding, welfare, successions
- Proactive with tenancy fraud, including subletting 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
- Recording and providing accurate reports
- Managing our communal facilities at sheltered schemes, e.g. common rooms, communal laundry, communal meter readings and guest rooms
- Coordinating and recording services such as fire alarm testing, resetting fire panel and updating logbooks
- Working with colleagues, customers and stakeholders to improve schemes and estates

- Taking responsibility for health and safety and accident reporting and investigations
- Responding to requests for visits or services from other business areas i.e. evictions, property condition, right to buy home visits

Our essentials

- A strong understanding of different types of tenure
- Experienced in housing management, especially mutual exchanges, successions, assignments
- 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
- 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 and/or willingness to undertake relevant training