

Job Description

Job title	Locality Officer
Profession	Customer & Community
Band	E
Directorate	CCO (Customer)
Accountable to	Locality Manager

Job Purpose:

The role will be accountable for delivering a professional, tenure blind, proactive, visible, high quality, customer centric services across a locality, shaping our services around Customer and Neighbourhood within specific localities. Champion SNG's values and work alongside colleagues to achieve our priorities and create a Customer focused culture.

The role 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 of all compliance elements within the defined areas. Work 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 cooperation between all teams. The focus will be on with devolved decision making to ensure customers' needs are addressed in an efficient and timely manner.

Financial responsibility: No financial responsibility

People responsibility: 0-2 Direct reports (depending on locality)

Autonomy:

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

Key Accountabilities:

- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Model and bring SNG's values to life, driving a culture of inclusion, collaboration, learning, development and high-performance.
- Deliver operational elements of a tenure blind service across the 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.

- Work with customers and colleagues across the locality to 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.
- 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, proactively 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 neighbourhoods.
- Contribute to the collective detailed local knowledge of customer, asset and investment needs, sharing this across locality delivery teams.
- Collaboratively meet the 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.
- 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 SNG or our residents and where appropriate develop and implement mitigation plans.
- Establish and maintain effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.
- Hold the Data Steward role for data related to customer management systems as set out in SNG'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.
- Manage Scheme Officers within the Locality if required.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.

- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience of delivering effective responsive tenure blind landlord services.
- Excellent demonstrable knowledge of tenancy, lease and neighbourhood approaches to maintain and improve outcomes for customers.
- Effective communicator with the ability to build trust and respect; and to influence and challenge.
- Experience of working across teams and agencies to address complex customer needs.
- Exhibit operational thinking and values. Ability to fulfil corporate plans and strategies at a local level.
- Experience of representing an organisation 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.

Desirable

- 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 communication and interpersonal skills.
- Proficient use of a variety digital products.
- 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.

Version	Job code	Author	Date created/modified	Effective date
1.0	1372	Matt Hensby / Helen Hann	10.2022	10.2022
2.0	4862	Luke Bingham	04.2025	