

Job Profile

Job Title	Neighbourhood Assistant		
Job Reference No.	HOMEJD983	Date of issue:	June 2026

The job in a **nutshell...**

As a dynamic and responsive front-line colleague, you will be the face of Home Group within our estates and communities.

You will be responsible for your own dedicated patch area where you will ensure all routine and ad hoc cleaning is carried out, as well as managing fly tipping and waste management processes with contractors.

You will have the confidence to report anti-social behaviour and repairs, when appropriate and knowing the correct escalation routes.

What **success** will look like...

As Neighbourhood Assistant, you will work to have effective and supportive relationship with our customers and the wider Housing Management team and be solution focused.

Although you won't always be responsible for resolving the problems, you will know who to direct our customer to. Such as CSC, Leasehold, Older Persons, Health and Safety Business Partners. There may also be the occasions when you will need to escalate the query yourself, to ensure a swift and accurate resolution for your customers.

You will have thorough understanding of our Customer Complaints process to enable you to manage our customers' expectations.

You will be organised, an effective communicator and able to prioritise your workload to ensure Home Group always maintains its service to our customers.

You will ensure our estates and communities are kept clean and safe as well as being a self-starter to get the task done, ensuring the high standard of specification is always maintained.

You will ensure your equipment is well maintained and fit for purpose, enabling you to carry out your duties.

You will be responsible for the safe storage of all chemicals and cleaning materials as well as provide adequate supplies of domestic consumables in the appropriate areas and carry out 'stock check' of these and follow relevant procurement processes.

You would be encouraged and welcome to attend viewpoint and drop-in sessions and work in conjunction with our Customer Involvement Team to resolve customer queries and maintain and enhance the standards of the service we deliver.

You will be a key contributor in the overall satisfaction scores of our customers and be able to evidence what part you have played in relation to maintaining or increasing the satisfaction.

Effectively communicate with other Home Group contractors, such as grounds maintenance, waste collection, fire risk assessment contractors.

The buildings in your patch will always safe and secure and maintain the safety of our customers using the appropriate access points.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are organisers and drivers • Be Authentic • Say no when appropriate and don't be derailed • We challenge inequality and discrimination	Customer interaction and support • Confident handling of demanding and occasionally difficult customer situations • Clear and effective communication with customers, colleagues and contractors • Understanding customer needs and responding in a way that supports positive outcomes
We get where our customers are in their lives • Walk in our Customers shoes • Listening to Customers and understanding their needs • Understanding how your role makes a difference to our customers	Housing and estate awareness • Awareness of estate safety, cleanliness and compliance expectations • Understanding of reporting processes for repairs, anti-social behaviour and safety concerns • Knowledge of how to escalate issues to the right teams to ensure resolution
We have a creative spark • Share your excitement and passion • Act on your ideas - make things happen • Be confident to try something new - give it a go.	Digital and workplace systems • Comfortable using digital tools to communicate and work productively • Ability to navigate a modern digital workplace environment • Use of systems to support day-to-day tasks, reporting and collaboration

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

It would be beneficial if you had previous experience of working within a customer facing environment, however a full induction will be given to bring you up to speed.

Understanding lone working, the risk and how this is managed to maintain your safety
An awareness of Fire Risk Assessments (FRA's) and the processes.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	Enter value
Manages People	No	# of direct reports circa	Enter value
Travel	Occasional	Driving Essential	No
DBS	Basic		

