

Resident Services Officer

Salary £34, 074 (to start Jan 2021)

Leathermarket JMB is a resident-managed housing organisation, working in partnership with Southwark Council, which manages 1,600 properties and is based close to London Bridge Station. Due to an organisation restructure, we are forming a new Resident Services department and are looking to recruit a Resident Services Officer. The main responsibilities of the Resident Service Officer is to provide the first and visible point of contact for all housing related matter raised by tenants and homeowners. Acting as block champions, the post holder will work with colleagues to ensure that they are clean, safe and well maintained.

The ideal candidate-

- Must have good, in depth experience in managing resident interactions from tenancy checks, rent collection through to the application of legal action i.e. debt recovery and evictions
- Must have extensive knowledge and experience of homeownership management including right to buy, service charge billing and collection.
- Must have experience in combatting ASB including unauthorised occupations, and drug offences, attending court when required.
- Will have experience of working with vulnerable residents, ensure that their needs are met
- Will actively participate in supporting resident participation within the JMB Communication, including regular TRA's meetings, and encouraging resident involvement in social events
- Will have strong administration and IT skills and will have a proven track record of being able to multitask and prioritise
- Will have basic knowledge of fire safety checks, estate inspections, block maintenance and repair ordering.

For more details about this position including the full job description and person specification, please visit our website www.leathermarketJMB.org.uk To apply, please email your CV to Recruitment@LeathermarketJMB.org.uk. In addition to your CV you must include a personal statement/cover letter in order to be considered. Within this, please include how you meet the points on the person specification.

Please note that a satisfactory DBS check is required for this position and that job offers will be subject to the JMB receiving satisfactory evidence of the successful applicant's right to work in the UK.

Terms and conditions

Salary: from £34,074.00 per annum
Hours: Full time 36 hours per week (Monday to Friday although some late evenings will be required)
Annual Leave: 26 days per year plus bank holidays
Benefits: Flexitime, Season Ticket Loan, Life Assurance, Employee Assistance Programme.

RESIDENTS ARE THE REASON WE ARE HERE

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