

Neighbourhood Officer

Reports to: Neighbourhood Services Manager

The part I play at Flagship Group to help solve the housing crisis in the East of England is:

to work as part of the Neighbourhoods team to look after our communal areas and neighbourhoods to create **safe and thriving communities** for our tenants.

I deliver **outstanding customer service** by regularly inspecting our neighbourhoods, playgrounds and independent living schemes to ensure they are safe, clean, tidy, and free from graffiti, litter or fly-tipping.

I help our tenants to enjoy their homes by giving support with items such as changing a light bulb or cutting back a hedge and by being a **friendly face within the community** who is able to identify and address issues by talking to residents and understanding the area.

My skills and experience include:

Experience of working in a customer facing environment.

I have excellent customer service and communication skills with the ability to deliver complex or difficult messages in an engaging way.

I am able to work on my own initiative and I have exceptional relationship building skills.

I am also proficient in Microsoft Office and am competent with IT packages.

I have a full UK Driving Licence.

The skills I will develop include:

Enhancing both my communication, problem solving, and customer service skills.

I will have the opportunity to build relationships both within and outside of the business whilst expanding my knowledge of the Housing sector.



Flagship Group Values:

