

JOB DESCRIPTION

JOB TITLE: Investigations Officer

LOCATION: Newlon House, Hale Village

SALARY: £37,868 per annum plus eligibility for performance related bonus

REPORTING TO: Income and Investigations Manager

A MAIN OBJECTIVES

To deliver a range of administrative and legal solutions to breaches of tenancy, misuse of property and other infractions including No acces, and to be part of the team responsible for Newlon's formal ASB function, ensuring it is legally compliant and takes into account the interests of Newlon and the customer.

To deal with all cases assigned to the Investigations team in relation to tenancy breaches in line with our policies and procedures in a timely way.

Newlon Gold is our programme of service change and improvement based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All Investgations officers are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers if they encounter service failure. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

B SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1.	To take ownership of identifying and resolving breaches of tenancy including misuse of property and ASB	<ul style="list-style-type: none">• All solutions deliver value for money• All solutions are practical and work• All solutions are legally compliant• All solutions take into account the interests of Newlon and of the customer• Tenancy audits conducted and issues followed up

Key Tasks and Responsibilities		Performance Standards
2.	To provide consistent and reliable delivery of all cases in a customer-focussed manner	<ul style="list-style-type: none"> • All cases responded to in line with standards and closed according to agreed timescales • All customer contact is in line with the principles of Newlon Gold • All cases properly logged, stored centrally and managed in line with Data Protection principles • High levels of customer satisfaction maintained • Effective advice on handling low levels of ASB given to colleagues in Estates and other teams. • Prepare and present cases for all tenancy breaches and repossession, including notices of seeking possessions, court applications, injunction applications where possible. • If above is not possible liaise with solicitors to ensure cases are handled promptly and represent Newlon's best interests. • Liaise with Income officers with a view to taking joint actions where possible.
3.	To demonstrate the Newlon Gold values of customer focus, service excellence and efficiency in all aspects of the role	<ul style="list-style-type: none"> • Always responding to service requests • Being clear to customers and others about what we do • Checking we got our work right • Consistency, reliability and speed in service delivery • Standards for service met
4.	To support the effective working of the Housing Services Department in delivering excellent services to our residents	<ul style="list-style-type: none"> • All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection and the Environment • Work closely with all other members of the Tenancy compliance team ensuring rotas and phone duties are adhered to. • We expect active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services • The support of all staff will be needed on an occasional basis for volume activities such as handovers, resident involvement activities,

		sign-ups, response to emergencies, response to mail-outs and phone answering
No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		