



Hexagon

Neighbourhood Officer

Recruitment Pack

July 2026



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Welcome letter

July 2026

Dear Candidate

Neighbourhood Officer Role

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Wednesday, 15th July (12noon)**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 115 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Team

Thank you for showing an interest in the Neighbourhood Officer post. Set out below is some background information about Hexagon, the department and the job, which we hope you will find useful.

Our Homes

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our homes are general needs housing and our portfolio of shared ownership and leasehold housing is growing, currently standing at 328 shared-ownership and leasehold homes. We also have approximately 250 supported housing homes, two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes. This postholder will be responsible for providing a neighbourhood management service to mixed-tenure patch of circa 550 homes predominantly made up of general needs homes spread across our boroughs of operation.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley.

Our homes include all types of accommodation ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats as well as traditional houses. We do not manage any large estates – our biggest single estate consists of 100 homes. We do manage a large number of small estates and blocks.

Our Office

The Housing Services department team are based at our office in Sydenham, London SE26 along with all other Hexagon colleagues. Our office will be your place of work, although our expectation is that office attendance and home working are blended to work for our colleagues and the organisation.

The Housing Services Department

The team is led by the Operations Director. This role will focus on providing a comprehensive service to our homeowners, making sure the blocks are well maintained and looked after, that all fire risk assessment actions are completed without delay. Liaising with homeowners where necessary on any queries they may have in connection with their service charges and working collaboratively across the wider organisation to provide seamless services to our customers.

Our Involved Customers

Hexagon has a good reputation for involving our residents in the management of their homes; the work is co-ordinated by the Resident Voice and Engagement Team. We have a high calibre of involved residents who work in partnership with us at all levels in Hexagon ranging from the 4 residents on our Board through to bespoke more informal focus groups.

Current Priorities

Our Neighbourhood Team is focused on delivering excellent landlord services that put customers at the heart of everything we do. This year, our priorities include improving our understanding of customers' needs through better profiling and tailored services, strengthening tenancy and leasehold management, and driving continuous improvements in how we manage anti-social behaviour and neighbourhood issues.

We are committed to learning from customer feedback and complaints to improve our services, building strong partnerships with managing agents and other stakeholders, and embracing new ways of working that increase efficiency and enhance the customer experience. Above all, we are developing a high-performing, collaborative workforce that is empowered to deliver safe, thriving neighbourhoods and excellent outcomes for our residents.

Hexagon as an Employer

We recognise the importance of making Hexagon a great place to work and are committed to continuously improving colleague engagement. We have IIP Gold Status and are accredited as "A Great Place to Work".

July 26

Job Description

Job title: Neighbourhood Officer

Responsible to: Team Leader

Purpose:

To deliver a safe, good, proactive and adaptable neighbourhood service to all customers on an allocated patch across all tenure types. Build and maintain effective working relationships with other departments within the organisation and external stakeholders.

Tenancy management

- Provide a responsive and pro-active tenancy management service, including succession, and mutual exchanges, and requests relating to the tenancy across all tenure types.
- Investigate and resolve tenancy breaches in line with the Association's procedures and where appropriate work in partnership with other agencies and Hexagon colleagues.
- Investigate reports of tenancy fraud and sub-letting, and take any appropriate action.
- Carry out routine tenancy reviews and in liaison with external agencies and internal teams support vulnerable residents to maintain their tenancies, or take enforcement action if appropriate. Always making sure any action is proportionate.

Estate Management

- Ensure estates and communal areas are managed to a high standard and in conjunction with other Hexagon colleagues, set up, monitor and manage contracts for estate cleaning, grounds maintenance and communal repairs and liaise with property services teams as required.
- Undertake estate inspections with residents, ensuring the reporting of any repairs, and completion of arising tenancy and estate management actions. This includes carrying out Fire Risk Assessment reviews.
- To make sure the communal areas of our homes are safe, and all fire actions arising from fire risk assessments are carried out within agreed timescales.
- Provide supervision and line management support to caretaking and cleaning staff directly employed by Hexagon on the patch.

Homeownership

- Lead on the management of any homeownership units within the patch, including liaison with Rents and Revenue Team, Property Services and Leasehold Officer. This includes support of statutory consultation, and responding to enquires arising

from stair-casing and resales process.

Letting our homes

- Support the Lettings Co-ordinator when necessary in the letting of our homes by carrying out viewings or sign ups.

Resident voice and engagement

- With the Resident voice and engagement team ensure effective mechanisms are in place that supports residents having a voice and engaging with us pro-actively.

Other Duties

- Represent Hexagon at external meetings as required.
- Bring any safeguarding concerns to the attention of the Team Leader, Manager or Housing Services Director or external agency as appropriate.
- Contribute to the continuing improvement and development of working practices, policy and procedure in relation to neighbourhood management.
- Support other teams in Hexagon such as the Customer accounts team, or gas servicing team as required.
- Any other related duties assigned by the Team Leaders or the Neighbourhood & Estate Services Manager/Housing Services Director.

Diversity & Inclusion / Health & safety

To carry out all duties with full regards to Hexagon's policies on Equality and Diversity and Health and safety.

Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, it subsidiaries and any associated organisations.
2. Post holders will always be consulted before job descriptions are amended.

Person Specification – Job Vacancy

Skills Required	Level
Work Experience	<p>Essential</p> <p>Proven background of working in a customer service environment – preferably in the housing sector.</p> <p>Desirable</p> <p>Experience of managing leasehold tenure</p>
Skills/Knowledge/Abilities	<p>Essential</p> <p>An awareness of current housing, welfare and neighbourhood management issues</p> <p>Good IT Skills (Microsoft Office & Databases)</p> <p>Good numeracy skills to a standard which enable the calculation of basic service charge payments</p> <p>Excellent verbal and written communication skills and an ability to effectively represent the Association externally</p> <p>Strong customer focus with the ability to listen, empathise and respond appropriately, sensitively and professionally</p> <p>Excellent organisational skills - ability to manage a varied and busy workload to meet deadlines and targets</p> <p>CIH Level 3 or willingness to undertake this training.</p> <p>Desirable</p> <p>Knowledge of the legal framework and good practice in the management of both rented and leasehold tenures</p>
Personal Qualities	<p>Essential</p> <p>An understanding of issues relating to diversity (eg mental health, neurodiversity, other vulnerabilities) and a commitment to equal opportunities</p> <p>A positive “can do” attitude and a commitment to a high standard of service delivery.</p> <p>An understanding of and commitment to team working</p>

Resilience to deal with challenging situations

Full driving license, and access to car/motorbike for work use

Able to work outside of normal office hours on occasions

You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.

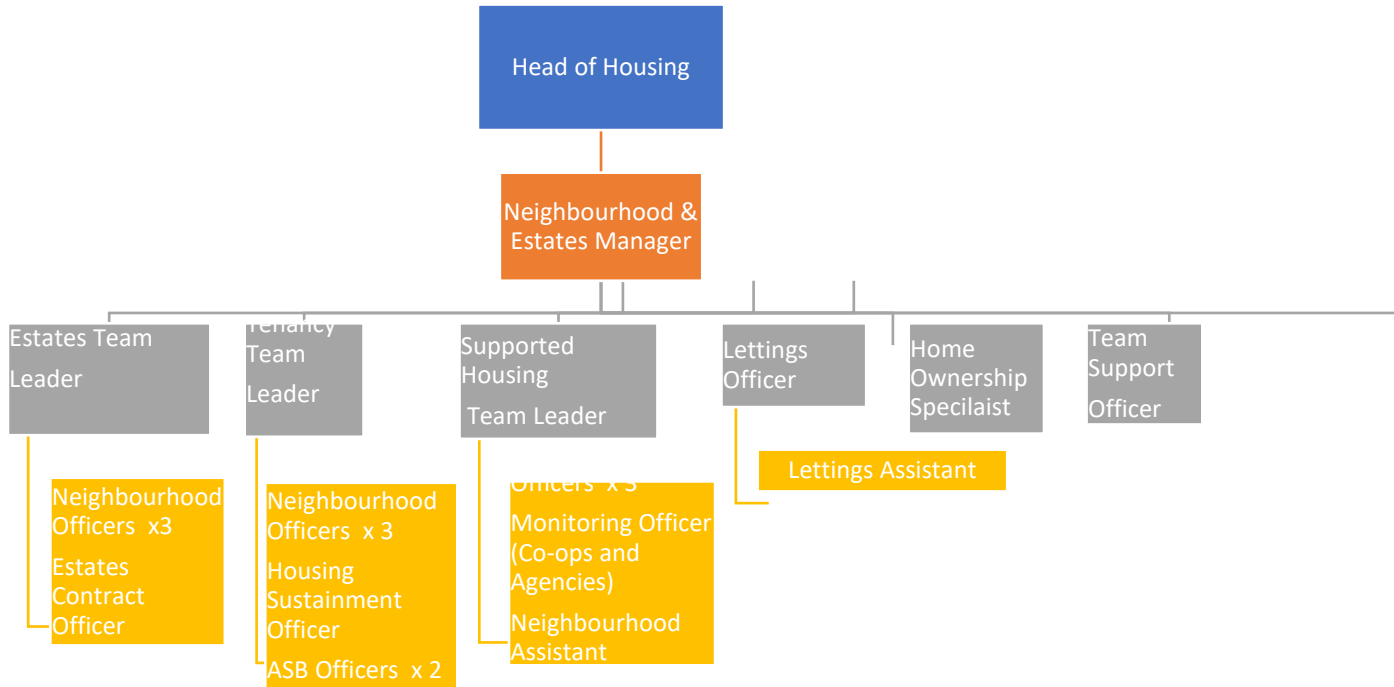
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	<ul style="list-style-type: none"> Be polite Keep your promises Communicate updates regularly Listen and show empathy Be solution focused with a 'can do' attitude Ask and act on feedback from customers 	<ul style="list-style-type: none"> Seek to understand difference Treat people as individuals Be self-aware of own bias Be non-judgemental Be respectful 	<ul style="list-style-type: none"> Don't blame, just explain Don't pass the buck Acknowledge and follow up emails/queries within agreed times Keep calendar presence up to date Respect others' time 	<ul style="list-style-type: none"> Share skills and good practice Collaborate and work as a team Attend job/person centred training Be trusting and trustworthy Be constructive Ask for what you need to do your job
Managers	<ul style="list-style-type: none"> Embed the CATH principles Take ownership for customer experience Learn from customer feedback Listen and take action 	<ul style="list-style-type: none"> Be aware of individual staff traits Respect different ways of working Be flexible in setting objectives Be fair and equitable to all team members 	<ul style="list-style-type: none"> Listen to staff and explain when making changes Set intelligent SMART objectives Recognise achievements Be consistent Be results focused Put policies/procedures in place and make sure they are followed 	<ul style="list-style-type: none"> Promote ongoing learning for team members Set clear priorities and expectations Be supportive and flexible Step in with support when resolution is needed
Directors	<ul style="list-style-type: none"> Consider the impact of decisions on customers Be seen to be listening Be close to the 'frontline' Be strategic, seeing the bigger picture Guide change 	<ul style="list-style-type: none"> Be a champion and voice of diversity Be accessible and approachable Be fair in conflict resolution Set a positive performance management framework that recognises difference 	<ul style="list-style-type: none"> Set realistic but stretching objectives Be visible and interact with staff/residents Be honest and transparent Be open to constructive feedback 	<ul style="list-style-type: none"> Set clear direction and delegate Lead by example Get to know and value your people Provide recognition

Organisation Chart –



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Neighbourhood Officer

2. Remuneration

Salary £36,471 - £40,525 (dependent on experience) plus Essential Car User Allowance

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

Rewarding our staff

- A comprehensive corporate training and development plan.

- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

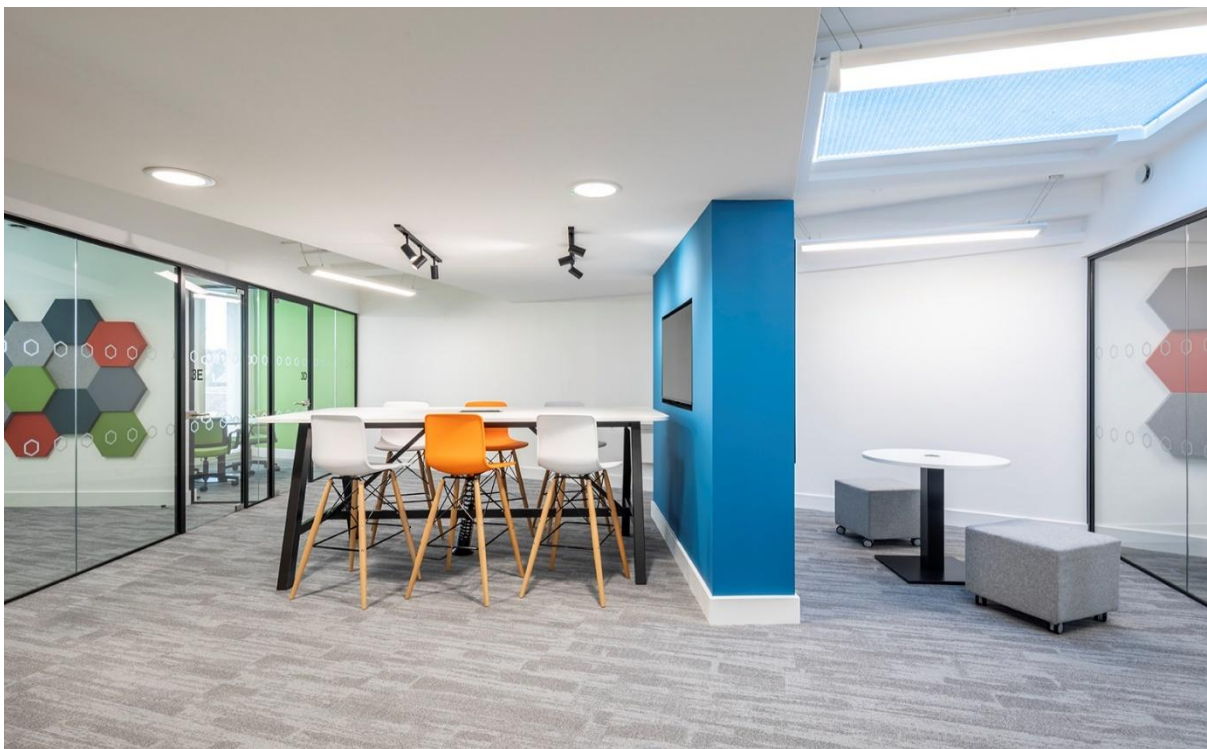
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

SALARY £36,471 - £40,525 (dependent on experience) plus Essential Car User Allowance

Full-time – 35 hours per week

South East London - Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across South East London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

Are you looking to utilise your excellent customer service and communication skills to provide our residents with a great service? If so, this could be the role for you. We are looking for a Neighbourhood Officer to join our dynamic Housing Team to provide a comprehensive neighbourhood management service to a patch of circa 550 homes across our boroughs of operation. Our ideal candidate will have:

- A proven background of working in a front-line customer service environment – preferably in the housing sector
- A commitment to excellent standards of customer care
- Good IT and numeracy skills
- Excellent verbal and written communication skills
- Excellent organisational skills – ability to manage a busy workload and meet deadlines/targets.
- An understanding of issues relating to diversity (eg mental health, neurodiversity, other vulnerabilities) and a commitment to equal opportunities
- A full driving licence and access to a vehicle.

We are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in

We are a dynamic company that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you. We will offer you training and supervision to help you achieve your full potential, and an excellent package including essential car user allowance, pension scheme, flexible hybrid working, and 26 days annual leave.

For further details and how to apply, please visit our website at www.hexagon.org.uk. No agencies. Previous applicants need not apply.

Closing Date: Wednesday 15th July 2026 (12noon)
Interviews will take place on Friday, 24th July 2026

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Confirmation of appointment to this post will be subject to the successful candidate obtaining an acceptable disclosure from the Disclosure & Barring Service. Details on the DBS can be found at www.gov.uk/disclosure-barring-service-check

Key dates and the selection process

Closing date:	Please make sure your application is submitted by Wednesday, 15th July (12noon)
Short listing:	Thursday 16th July 2026
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Friday 24th July 2026 With Panel members the Neighbourhood and Estates Manager and the Estates Team Leader)



Hexagon Housing Association Ltd

We're Great Place to Work-Certified™!

94%

of our employees said that when you join the company, you are made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey