



Job Title:	Tenant Involvement Officer
Grade:	Grade 6
Section:	Estate Management
Reports to:	Resident Involvement Manager
Responsible for:	None

The Job

Is to:

- be responsible for the development of tenant and resident involvement, ensuring that we deliver high quality customer focused engagement in a consistent manner within service standards;
- Deliver a responsive customer-focused service that effectively supports resident involvement by focusing on a range of engagement channels.
- be responsible for the development of tenant and resident involvement within the area; and
- work with stakeholders both individually and in groups giving advice, support, encouragement and to empower them in the participation process.

The Bigger Picture

You will:

- actively encourage the creation of new tenants' associations and provide support for a wide range of other groups, active in our operating area;
- provide support to managers in developing and maintaining successful Neighbourhood Panels, promoting ease of access for participation;
- establish links and develop partnerships with external agencies, maximising opportunities with relevant community stakeholders; and
- recommend service development improvements to the Estate Management Team using customer feedback.

The Day to Day

You will:

- use a range of channels including social media platforms to engage with residents, communities and partners;

- develop and utilise methods to increase engagement from underrepresented tenants actively seeking to involve individuals who may not currently be involved in the participation process;
- develop and utilise methods to increase diverse representation across Neighbourhood Panels;
- provide support and advice to individual tenants, residents, community groups and tenant and resident associations;
- advise tenants and residents groups about available funding options;
- identify and support customers and community groups to seek and apply for grants which may improve their financial viability;
- organise consultation events and meetings as required;
- attend remote meetings to support residents and community groups;
- participate in multi-agency forums and promote sustainable communities;
- develop and maintain supportive working relationships with internal teams and other stakeholders in relation to their need to engage with residents.
- maximise local options for involving tenants and tenants' groups;
- prepare written reports to Managers;
- deal appropriately with all complaints and representations in line with WDH complaints procedures;
- provide information to contribute to the organisation's Business Planning process;
- have an awareness of the organisations Standing Orders and Financial Regulations; and
- implement the WDH and Communities Together Partnership Agreement and the Customer Charter Standards.

Personal Contacts:

Internal: All employees within WDH

External: All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Requirements of the role			
A qualification at Level 2 of the Regulated Qualifications Framework in Maths and English, such as GCSEs (three or more at grades A-C/9-4), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ

Determination			
Proven track record of achieving performance targets	✓		AF/I
Effective time management and organisational skills	✓		AF/I
To be self-motivating and able to prioritise workloads effectively	✓		AF/I
Committed to promoting choice and high standards of customer service.	✓		AF/ I
Ability to work under pressure and meet deadlines	✓		AF/I

Nous			
Experience in housing services or similar organisation	✓		AF/I
An understanding of the methods of engaging with stakeholders and an ability to interpret stakeholder requirements	✓		AF/I
Awareness of appropriate legislation and organisational policies and procedures.	✓		AF/I
An understanding of equal opportunities in service delivery to promote engagement opportunities to a diverse customer population, based on needs and preferences.	✓		AF/I
An awareness of budget management issues, having regard for priorities and tight financial limits		✓	AF/I

Attitude			
Evidence of effective communications with stakeholders and managers	✓		AF/I
Evidence of a customer focused approach to service users	✓		AF/I
Ability to work as part of a multi-disciplinary team	✓		AF/I

Additional Requirements of the Role			
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF/CQ
The post holder will be required to work outside normal office hours	✓		AF/I

Key

- AF - Application Form
- I - Interview (this may include a presentation and occupational test where appropriate)
- CQ - Certificate of Qualification