

Job Description and Person Specification

Job details

Job title: Tenant Engagement Officer

Grade: NNCBAND054 NNCSCP18-10

Reports to: Senior Service Improvement Officer

Responsible for: 1ST Class Services

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Services

Purpose of the job

The post holder will be responsible for promoting awareness of the opportunity for, and the benefits of, tenant, leaseholder, resident and customer involvement and engagement activities and developing new groups of customers who are interested and willing to assist with scrutinising, reviewing, and giving an “experts view” on our current services and the improvements to delivery that should be made.

The post holder will facilitate, sustain and support current groups ensuring they are able to play a full part in process reviews, performance management and service improvements.

The post holder will offer a first-class customer focussed service with an emphasis on improving customer relations, growing the number of involved and engaged customers, introducing a range of alternative engagement opportunities and increasing satisfaction levels with the homes and communities our customers live in and the services the council provides.

The post is part of the Housing Management Team, and the post holder will report directly to the Senior Service Improvement Officer.

Principal responsibilities

1. Role Responsibilities

The post holder is expected to:

Ensure a consistent, customer focused service is delivered to all the councils housing customers by responding to contact requests and enquires with accurate advice and assistance in a timely manner, providing advice, guidance and support to help them make informed choices about issues or concerns they raise.

Identify tenants interested in the engagement offer and support them to become involved.

2. Formal Groups and Mechanisms for Engagement

The post holder is expected to:

Actively consider and develop new and innovative approaches to working with and involving tenants and leaseholders in service planning, delivery and decision making and ensure that they have opportunity to influence the services their landlord provides.

Provide support to tenant and residents panels, focus groups, task and finish groups, scrutiny groups and the armchair involved groups and assist them to run in an organised and transparent fashion.

Assist individuals and groups to understand housing policies, procedures and practices through learning and awareness training sessions.

Encourage the development of networking and support between groups.

Ensure that the Council provides excellent standards of customer information on the methods residents can get involved and to ensure that residents are kept informed about these.

Provide support to the Tenants panel/forum and other groups including booking rooms and venues, meeting attendance, producing agendas, taking minutes, flyer and poster printing, arranging hospitality, contacting guest speakers and dealing with expenses claims.

Undertake a range of transactional surveys and consultation exercises to introduce, explain and gather feedback on proposed changes to practices, procedures or new/revised policies.

Oversee and promote the effective organisation of events involving tenants such as tenants' forums, garden competitions, road shows, local housing surgeries, community walkabouts and collect monitoring and evaluation data from these events.

Assist in the development, production, revision and monitoring of the Resident Involvement Strategy.

Maintain and develop a tenant, leaseholder and resident involvement database

Facilitate the formation of tenants and residents' associations and provide advice to support existing groups.

Support the Sheltered Housing Manager with administering involvement activities on specific schemes and the formal Elderly Service Improvement Group

3. Training & Development

The post holder is expected to:

Work with colleagues to improve how they communicate both internally and externally with customers and provide advice and support with a range of options for consulting with tenants, leaseholders and other groups.

Identify the training needs of tenants, leaseholders, staff and Members in relation to resident involvement and ensure that appropriate training provision is available.

Work with the Housing teams to develop good communication methods including information on the internet, leaflets, newsletters and other promotional material.

Offer assistance and support the Housing Teams in relation to consulting and communicating with residents on a range of housing issues.

4. Housing and Estate Management

The post holder is expected to:

Assist Neighbourhood Housing Officers to develop neighbourhood action plans to improve the quality of life for residents and the area they reside in.

Support Neighbourhood Officers to undertake a range of home, building and estate walkabout visits.

Promote, attend and monitor formal advertised estate walkabouts and ensure feedback is delivered in a timely manner.

Arrange community surgeries and ensure relevant officers attend to provide information and advice.

Promote the reduction of anti-social behaviour in any given area by contributing to the promotion of publicity or raising awareness, for example by organising and speaking at estate-based meetings or the Tenants Panel/Forum

5. Team Working and Relationships

The Post holder is expected to:

Ensure the service area has a strong and effective relationship with other services within the organisation and external partners by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values

Internally: Service Improvement Team, Housing Manager(s), Finance/ Leasehold and Sheltered housing teams, Housing and Property Service team, Allocation and Solutions teams, Adult social care team, Legal Services, Elected Members, and other colleagues/ managers and teams from across the council

Externally: contacts at local levels including the Police, Fire & Rescue Service and Ambulance teams, health professionals, customers, charities, tenants groups/ forums and resident associations.

6. Administration/Communication

The post holder is expected to:

Ensure that both the intranet and website are informative, relevant and have up to date information relation to opportunities for involvement.

Record contacts and outcomes.

Respond to contacts with accurate advice guidance and assistance.

Prepare agendas, record meeting Minutes and ensure prompt distribution.

Prepare a draft response for approval to enquiries and provide information to the Senior Service Improvement Officer in relation to Stage 1 complaints, elected Member and MP enquiries relevant to the service area they are responsible for.

7. Performance and Service Improvement

The Post holder is expected to:

Produce, provide, collate a range of performance information and data as directed by the Housing Manager.

Produce regular performance monitoring information for tenant panel/forum scrutiny and information.

Conduct reviews of Panel/Forums/ groups terms of reference and constitutions.

Complete allocated tasks within acceptable timescales and meet deadlines.

Be actively involved in reviewing processes, procedures policies.

8. Key Role Accountabilities

The Post holder is expected to:

Deliver 1st class services to council tenants and leaseholders.

Be responsible for health safety and wellbeing of customers and team members.

Ensure the "Safeguarding" of all residents in accordance with NNC's reporting procedures.

Identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

9. Misc Requirements

Maintain a working knowledge of computer software appropriate to the duties and responsibilities

Maintain an up-to-date knowledge of best practice, legislation and regulation in tenant participation and involvement to maximise opportunities for continued service improvement

General responsibilities applicable to all jobs



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1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Special features of the post

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If there are any other special features of the job that need to be in the job description, please indicate them here.

A mileage allowance is applicable to the post for mileage claims essential for business purposes.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Educated to GCSE Standard (min x5)</p> <p>Hold or be studying for a relevant housing qualification (CIH Level 2/3 Diploma or equivalent) or show an equivalent capability.</p> <p>CertCIH – Membership</p>	<p>Degree educated in a subject job related</p> <p>CIHCM Membership</p>
Experience and Knowledge	<p>Experience of working with a local authority or registered provider in a similar role. Minimum 3 Years.</p> <p>Knowledge of the housing legislation and regulation specifically in relation to Tenant and Resident Engagement</p> <p>Experience of working with groups of people</p> <p>Experience of managing and prioritising own workload without supervision.</p>	<p>Experience of working effectively in partnership with a range of stakeholders.</p>
Ability and Skills	<p>Excellent communication skills over several disciplines</p> <p>Able to demonstrate a firm but fair approach to managing customer services and relationships whilst maintaining a professional attitude</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Effective partnership working skills to achieve positive outcomes for tenants and leaseholders.</p> <p>Excellent interviewing and negotiation skills to achieve solution-focused outcomes</p> <p>Ability to explain complex matters clearly to achieve a positive outcome</p> <p>Ability to build relationships with individuals who have multiple or complex needs</p> <p>Able to produce clear, concise, and persuasive written letters and reports on complex issues</p> <p>Excellent IT and keyboard skills</p> <p>Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	

Attributes	Essential criteria	Desirable criteria
Additional Factors	<p>Full driving licence and access to a vehicle for work</p> <p>Willing to work outside normal office hours as necessary</p>	