

Gravesham Borough Council

Division: Housing
Department: Neighbourhood Services
Section: Housing Management
Post Title: Tenant Engagement Officer
Grade: 4/5/6

Job Description

Job summary

To ensure that tenant involvement is intrinsically linked to providing successful housing management services by ensuring the full and effective involvement of tenants in the development, delivery and review of Housing Landlord Services.

To ensure effective consultation with and provide information to tenants.

To lead on developing and delivering a comprehensive resident engagement strategy, driving increased engagement with tenants and leaseholders across all aspects of housing landlord services.

You will work closely with both internal and external partners to shape the future of tenant engagement within the Council, with a focus on enhancing the use of digital technology as a way of engagement.

To ensure that all events are delivered to a high standard, well attended, on time and within budget.

Main Activities

1. To assist in the development, implementation and monitoring of a Resident Engagement Strategy and action plan, ensuring all teams within housing landlord services contribute actively to the strategy and plan.
2. To play an active and proactive part in the organisation of tenant engagement events across housing, ensuring they are well attended, delivered on time and within budget.
3. To lead on developing initiatives to increase the engagement of a wide range of tenants and leaseholders at all events and incorporating stakeholder feedback to improve future events. Provide support and advice to tenants and leaseholders that would like to be involved in the organisation of events across their estates.
4. Promote, develop and empower tenants to represent themselves more effectively with the council through a range of formal and informal

engagement events. To actively develop and encourage tenants to set up new associations, forums and groups.

5. To work closely with and support existing residents groups, by attending meetings and providing advice.
6. Ensure that the council's policies, procedures and practices are understood by residents through consultation. To organise Tenants Forums and consultations on housing services, changes to policy, strategy development or reviews on service delivery. To work closely with all other Council officers to ensure that the groups and associations are kept informed of housing services.
7. To lead on the development and implementation of a plan to ensure that 'hard-to reach' tenant and leaseholder groups are effectively involved in all events and consultation activity.
8. To take the lead in facilitating, communicating and collaborative working across directorates within the Council and with external stakeholders ensuring that they are effectively involved in resident engagement events.
9. Take responsibility for organising the production of promotional materials and publicity materials for tenant engagement events. Contribute towards the production of relevant publicity material including Tenants' Newsletters, Annual reports, Council website, press releases and social media.
10. To be responsible for the communication with tenants using a wide range of methods to ensure their views are properly represented, and act as an advocate with formal groups to represent and communicate their views
11. To actively consider new and innovative ways of doing things recognising and promoting the positive benefit of change to improve services and achieve goals. This should have a focus on utilising digital technology and any support tenants may need to achieve this.
12. Attend networking events and forums as appropriate, liaise with other tenant engagement officers within the region to develop positive practice and a joined up approach to tenant engagement.
13. To monitor effectiveness of methods of consultation, engagement and tenant groups. To coordinate and/or carry out tenant opinion surveys and Mystery Shoppers projects as a way of reviewing services.
14. Responsibility for managing the tenant engagement budget.
15. The post-holder will need to adopt a flexible attitude to working hours as evening and weekend work will be necessary.

General

- To undertake system administration duties as and when required to support the service, IT system and potential process changes.

- Undertake additional training or vocational qualifications as required.
- To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.
- To participate as required in the Council's Emergency Planning Operations which may involve duties outside the post holder's normal job description and contracted hours. In the event that an incident has occurred which disrupts the council's ability to deliver its critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder's competencies in other departments and/or at other locations.
- A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.
- The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.
- The post holder must ensure that data quality and integrity is maintained and that data is processed in accordance with council policy, the Data Protection Act, the Freedom of Information Act and other legislation.
- The post holder will comply with Statute and Council Policy in all respects.
- An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the local authority.
- A commitment to excellent customer service and the values of the Council.

PERSON SPECIFICATION

CHARACTERISTIC	SPECIFICATION	
	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties).	Excellent written and verbal communication skills and be able to prepare information in plain clear English. Good IT skills The ability to work well with different types of people. Good People Management skills	Presentation skills Conflict resolution skills
KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations).	Knowledge of Gravesham and the wider area. Good knowledge of tenant engagement within a housing context. Good knowledge of the engagement methods used for engaging with a wide range of communities.	Strong knowledge of consultation, engagement and communication strategies to support new housing management and development projects.
QUALIFICATION TRAINING (Education/ vocational qualifications and other training).	A relevant qualification and /or experience of consultation and community engagement.	Educated to degree level in relevant subject area or equivalent professional experience. Project Management Qualification
EXPERIENCE (Level and type of previous experience)	Experience of working with tenants within a housing, development and planning context. Experience of partnership working within public, private housing and the voluntary sector. Experience of creating and managing communications with tenants in a variety of environments such as speaking, written and digital environments.	Experience of engaging and build relationships with a wide range of stakeholders, including hard to reach communities, internal and external agencies and volunteers. Experience of working in a diverse community and access to consultation for people with special needs. Experience of equality issues and how they may affect tenant and leaseholder engagement.
QUALITIES (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team).	Demonstrate the ability to work on one's own initiative as well as part of a team. Have an innovative and fresh approach to work and problem solving. Be self motivated and have the ability to motivate others. Ability to influence others and gain trust and confidence. Customer focussed	Excellent interpersonal skills to establish positive relationships with Officers, Members and the Public. An ability to demonstrate such a professional manner that credibility and confidence can be achieved amongst Officers, Members, external partners and all other stakeholders.
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform.	Have the ability to translate equal opportunities in to daily working practices and approach. Willingness to work out of hours when necessary Willingness to attend and take an active part in tenant training on involvement and engagement etc. Full driving licence and use of a vehicle.	