**Gravesham Borough Council**

**Division: Housing Services**

**Department: Neighbourhood Services**

**Post Title:** **Tenant Engagement Manager**

**Grade: POA**

**Hours: 37**

**Responsible to: Head of Neighbourhoods**

**Job Description**

**Job Summary**

Tolead and manage and enhance the Tenant Engagement within the housing service covering neighbourhoods, repairs and assets and ensuring that building safety is addressed within this arena.

Responsibility for ensuring that in line with the social housing regulations the role leads on fostering positive relationships with tenants, promoting tenant participation, and ensuring their voices are heard in the development and delivery of housing services. You will play a critical role in shaping our tenant engagement strategy, supporting community initiatives, and working closely with residents to improve satisfaction and service outcomes.

To lead a multi-disciplinary team and work closely with internal and external stakeholders to ensure housing resources are maximised and tenants are placed at the core of decision making.

**Main Responsibilities**

Tenant Engagement Strategy

* Develop, implement, and manage a comprehensive tenant engagement strategy to ensure the council create stronger relationships between the housing service and tenants.

Community engagement

* Promote the Tenant Voice Network to ensure the council maximise engagement with tenants.
* Organise and facilitate tenant meetings, focus groups, surveys, and workshops to gather feedback and encourage participation in decision-making processes.
* Establish a Tenants Advisory Panel and ensure there is representation at wider council meetings, ensuring there are terms of reference.
* Create a regulatory framework to ensure there are ways in which tenants can utilise Social Value money to improve neighbourhoods.

Communication and outreach

* Maintain regular communication with tenants via newsletters, social media, and other communication channels to keep them informed about developments and services.
* Work closely with tenant and resident associations to provide support, advice, and resources that enable them to operate effectively.
* Utilise the MRI housing system to ensure maximise use to promote and report.
* Collaborate with housing and maintenance teams to ensure that tenant feedback informs service improvements and policy development.

Performance monitoring

* Lead, mentor and support the tenant engagement team, ensuring high standard of performance and service delivery.
* Set Clear targets, monitor performance and provide regular feedback and training where needed.
* Develop and implement a tenants calendar that is project managed and evaluated to ensure meaningful feedback is provided to tenants.
* Track and report on tenant satisfaction, engagement levels, and the success of tenant involvement initiatives.
* Produce regular reports and analysis on void rates, allocations, and team performance.
* Act as the point of contact for tenant issues and complaints, working to resolve matters in a timely and effective manner.
* Develop and deliver training and development sessions for tenants to increase their capacity for involvement and understanding of housing services.

Stakeholder Engagement

* Maintain effective working relationships with key stakeholders, including partners within KentHomechoice, local authorities, contractors, housing support services, and other relevant organisations.

**General**

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 undertake any other duties as required which are commensurate with the level and nature of the post.
* To work out of hours as necessary to deliver the services required by the Council for example during the evenings or weekends.
* Embrace the values and behaviours of the Council.
* Comply with the Council’s Safeguarding policy.
* Comply with the Council’s Equal Opportunities policy, and to actively promote equality of opportunity wherever possible.
* Comply with the Council’s Health and Safety policy.
* Participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
* Participate fully in the Councils staff appraisal scheme and conduct officers one to ones.
* Participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
* Carry out any other related duties, which may be directed by the Private Sector Housing Manager.

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|  | **PERSON SPECIFICATION** |  |
|  | ESSENTIAL | DESIRABLE |
| SKILLS, ABILITIES,  KNOWLEDGE & EXPERIENCE | Minimum of 3-5 years of experience in tenant or community engagement, social housing, or customer service roles, with a strong understanding of social housing issues.  Strong understanding of housing legislation, particularly the consumer regulations.  Demonstrable leadership and team management skills.  Excellent communication and negotiation skills, with the ability to manage multiple stakeholders.  Strong organisational and problem-solving skills, with the ability to prioritise workload effectively.  Ability to work under pressure and meet tight deadlines.  IT proficient, with experience in housing management systems and Microsoft Office.  Commitment to diversity and inclusion | Knowledge of MRI (database) |
| QUALIFICATION TRAINING | A degree or equivalent qualification in housing, community development, social work, or related field.  Experience in working with local authorities and understanding housing demand.  Certified in tenant participation or engagement (advantageous). | Full driving license and access to own vehicle |
| QUALITIES & APPROACH | Self-motivated and proactive, able to work unsupervised and under own initiative and go the “extra mile”  Ability to prioritise competing demands in a pressurised environment, recognise service priorities and manage a caseload within agreed targets.  Flexible and receptive to new ideas and a willingness to take ownership of problems to ensure successful service outcomes.  A helpful, customer and outcomes focussed approach.  Ability to deal with conflict and solve problems in a tactful and professional manner.  Ability to work effectively and co-operatively with other team members to meet team objectives and with other teams across the whole organisation.  Able to organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.  Ability to meet performance targets and deliver positive outcomes.  Good assertive communication and mediation skills in order to negotiate with customers, contractors and private landlords.  Good empathic listening skills.  Ability to make sound, non-judgemental decision.  Committed to personal and professional development.  Ability to work outside normal office hours when required.  The ability to travel around the borough in an efficient and effective manner  Willing to be flexible with working hours as could work some evenings and weekend. |  |