

JOB DESCRIPTION

Tenant Engagement Officer

Service area: **Housing Services**

Reports to: **Head of Housing**

Responsible for: **N/A**

Location: **Leek and Buxton**

**Work flexibly between
ALL sites:** **Yes**

Grade: **AG5**

Spinal Column Point: **20-24**

Car driver: **Yes**

Essential/casual: **Essential**

JOB PURPOSE

To develop and embed our Tenant Engagement Strategy, working closely with tenants to ensure engagement is focused and meaningful leading to improvements in services as a result of tenant feedback.

To ensure tenants are at the heart of all decision making, influencing and scrutinising our strategies, polices and ways of working

To work with stakeholders both individually and in groups giving advice, support, encouragement, and empowering them in the participation process.

To actively encourage tenants to become members of our Tenant Engagement Group, Scrutiny Panel and other forums for tenant engagement.

To ensure the Councils' regulatory obligations in this area are met.

JOB DUTIES

To develop and embed our Tenant Engagement Strategy, implementing a range of methods for tenants to influence and shape of strategies, policies and ways of working.

To lead on the recruitment of tenants for the Tenant Engagement Group, Scrutiny Panels and all other engagement activities including community champions.

To work proactively with established community groups to drive forward Tenant Engagement.

To ensure the Council complies with the Transparency, Influence and Accountability Standard set by the Regulator of Social Housing

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

To 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

To develop and utilise methods to increase diverse representation on our Housing Board, Tenant Engagement Group, Tenant Scrutiny Panels and all other forms of tenant engagement.

To provide support and advice to individual tenants, residents, community groups and tenant and resident associations.

To organise consultation events and meetings as required

To attend remote meetings to support residents and community groups

To participate in multi-agency forums and promote sustainable communities

To develop and maintain supportive working relationships with internal teams and other stakeholders in relation to their need to engage with tenants

To maximise local options for involving tenants and tenants' groups;

To prepare written reports to Managers

To be a Champion for Tenant Engagement across all service areas.

Represent the Alliance at multi-agency meetings as appropriate.

Carry out other such duties which the Head of Housing Services may from time to time

require to maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

- To comply with, and promote, both Councils' Equalities and Diversity Scheme ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
- To ensure confidentiality at all times in all matters relating to the work of both Councils.
- To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
- To carry out the above duties and responsibilities in accordance with any training given, written arrangements for health and safety, and any safe systems of work identified by risk assessments.
- To support the Council's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and Elected Members.
- To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Council's policies and guidelines on the General Data Protection Regulations.
- To adhere to and embrace the standards of behavior required under the Alliance Choice values and code of conduct.
- To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.
- To be deployed to carry out election duties during the working day as required.

JOB REQUIREMENTS

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| Transport Requirements | Driving required for travel to Alliance locations |
| Working Patterns | Hours of work as agreed with the line manager. Some out of hours work may be required |
| Working Conditions | Agile worker with travel to Alliance locations and other locations where required. |
| Resources Staff/Finance | |
| Physical | Working to planned priorities |

DBS

Enhanced