

PERSON SPECIFICATION

Tenant Engagement Officer

Essential	Desirable	Assess by
Knowledge and Qualifications		
- Housing-related qualification (e.g., CIH Level 3 or above) or equivalent. - In-depth knowledge of housing services, with a clear understanding of the characteristics of high-performing housing provision. - Up-to-date understanding of current and emerging housing legislation, guidance, best practice, and associated procedures and processes. - Driving license and access to a vehicle. - Enhanced DBS check.	- A broad understanding of housing policy and service delivery. - Mediation/conflict resolution skills. - Knowledge of tenancy sustainment strategies. - Level 2 Safeguarding qualification (Adults).	Application/Interview
Experience		
- Proven experience of working directly with tenants or in community development roles. - Experience of organising tenant events, forums or consultation activities. - Experience of working in a face-to-face or field-based customer service role, ideally in housing or property. - Ability to engage harder to reach communities, including ethnic minorities, young people and those with support needs. Experience of using all Microsoft applications (e.g. Word, Excel, PowerPoint)	- Experience of collaborating with stakeholders with conflicting agendas. - Solution focussed approach to meeting needs of customers. - Experience of positively influencing service delivery methods.	Application/Interview

	• Experience of supporting tenant panels or scrutiny groups to influence housing service • Ability to manage engagement projects including budgeting and reporting. • Familiarity with tools such as survey monkey, social media and email campaigns for tenant feedback.	
Skills and competencies		
• Able to communicate effectively with tenants, colleagues, and external partners. • Excellent written communication skills for development of reports and consultation documents. • Able to understand tenant concerns and responding empathetically. • Able to build trust with tenants and community groups. • Able to manage complaints or disagreements constructively. • Able to engage respectfully with diverse communities. • Able to coordinate tenant meetings, workshops, and community events. • Maintaining accurate engagement logs and feedback records. • Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare accurate reports, spreadsheets and presentations as requested. • Analyse tenant feedback and identify trends and service improvements. • Understanding housing regulations and how they impact tenant engagement	• Proficient in the use of social media platforms (Facebook, X (Twitter), and WhatsApp to reach tenants.	Application/Interview
Physical, mental and emotional demands		
• The ability to work with interruption, balancing a number of different priorities and conflicting demands.		Application/Interview

All applicants with a disability who meet the minimum requirements for the role will be given an interview and will be considered on their abilities.

We can only accept applications from candidates who are permitted to work within the UK, or from those who have a valid work permit.