



Role Profile

Job Title: Tenant Academy Project Officer	Role Profile Number: BSN135
Grade: M	Date Prepared: February 2021
Directorate/Group: Housing	Reporting to: Tenant Academy Lead
Structure Chart attached:	No

Job Purpose

The Tenant Academy Project Officer is responsible for identifying and implementing initiatives which enable the Tenant Academy to improve its employability and tenancy sustainment offer to tenants and housing applicants.

This role plays an important part in ensuring the Tenant Academy has wider exposure to our tenants and that we have a variety of offers to fit with people's career aspirations. It will also manage our pre-tenancy e-learning and face to face training programmes and will be responsible for ensuring the content is up to date and relevant and that the required processes are in place to ensure people complete the training at the appropriate time.

The post holder will identify opportunities to create links with local training providers and employers in order to develop employment and work experience opportunities and will work with them to design programmes to improve tenants employability skills.

The post holder will also look at opportunities to offer qualifications e.g. CIH level 2 qualifications to tenants.

The post holder will also be responsible for identifying ways in which we can maximise the exposure of the Tenant Academy, making best use of the opportunities that front line staff have for promoting our activities.

The role also involves designing and delivering training solutions to tenants and housing staff.

The post holder will manage any apprentices in the Tenant Academy team.

As part of the Housing Business Development Team, the Tenant Academy Project Officer also provides support to the Tenant Academy Lead, and Housing Business Development Manager on a variety of projects, including the Housing Apprenticeship Programme.

Key Accountabilities

- Design, deliver and evaluate training programmes for tenants to improve life skills and support our tenant volunteers, including delivery of accredited training programmes up to level 2 or equivalent level of complexity.
- Investigate potential partners who can offer work experience, apprenticeships and employment opportunities and work with them to create a suite of opportunities for SBC tenants.
- Create and maintain pre-tenancy training programmes, including e-learning and the Green Light to Housing training programmes. Ensure procedures are in place to ensure people complete the required training at the appropriate time.
- Build links with other housing teams to identify opportunities to engage with tenants and to identify housing applicants who need intensive pre-tenancy support.
- Support the Tenant Academy Officers with more complex Greenlight to Housing cases.
- Support the Housing Apprenticeship programme
- Design and deliver training to Housing staff including Housing Induction and assist the Tenant Academy Lead with the delivery of CIH qualifications up to level 3.
- Line manage Tenant Academy Apprentice
- Carry out project work as required by the Tenant Academy Lead and Housing Business Development Manager
- Deputise for Tenant Academy Lead
- Be an effective and supportive member of the Housing Development Team

Supplementary Accountabilities

- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal

protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

- Undertaking any other duties that can be accommodated within the grading level of the post.
- Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

Knowledge & Experience

Candidates must have knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of working in a social housing environment including working with tenants and vulnerable groups
- Experience of designing and delivering training
- Excellent interpersonal skills and the ability to interact with persons from a wide range of backgrounds
- Experience of working collaboratively with a range of stakeholders integral to the success of a project(s) including, but not limited to, internal departments, external partners, agencies
- Excellent verbal and written communication skills, with excellent attention to detail.
- Good IT skills
- Ability to travel throughout the Borough.

Preferred:

- Recognised training and/or assessor qualification.

Qualifications

- CIH qualification at level 3 or above, or equivalent qualification

Decision Making

- Organising time and ensuring prioritisation of workload to ensure success of many projects running simultaneously
- Deciding, in conjunction with the Tenant Academy Lead what employability and pre-tenancy offers should be provided to clients

Creativity and Innovation

- Ensure a range of training and work experience opportunities is offered to tenants
- Ensure delivery methods are inclusive and include a digital option.
- Ensure training programmes are engaging and relevant
- Provide innovative solutions for clients whose needs do not fit into any of the tailor made programmes available.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	