



SWINDON
BOROUGH COUNCIL

Job Title:	Tenant Academy Lead	Reporting to:	Housing Business Development Manager
Grade		Posts/Team reporting to this role:	Tenant Academy Support Officer
Pillar/Function	Delivery	Role Profile Reference	SBC_11033

Reporting Structure

A copy of an organisation chart, showing where the role fits into the structure, must be attached to the Role Profile.

Role Overview

The Tenant Academy represents a major rethink on how the Council encourages tenants and leaseholders to get involved in the work of their landlord. The Academy sets out to improve the skills of our customers in a variety of ways that will enable them to engage in a confident and meaningful way. This will involve traditional volunteer up-skilling such as charring meetings but also building bespoke training programmes that will assist our customers in either entering the job market or changing jobs. This is motivated by the fact that one in six people in the UK struggle with literacy, with reading skills below those expected of an eleven-year-old. To create the skills set for tenants who are or wish to be actively engaged in improving the services they receive and ensuring that they are able to effectively scrutinise and monitor the delivery of those services in accordance with local and national standards. As part of the Housing Business Development Management Team the post holder will implement and develop the Council's tenant and leaseholder participation service in partnership with other Council services in accordance with the objectives set out in Stronger Together. Ensure that resident involvement in the Academy is maximised, particularly in respect of under-represented groups.

In order to facilitate this, the post holder will undertake joint working activities with a variety of officers across the Council and from other agencies. The post holder will have close working relations with organised groups of tenants on a daily basis. The Tenant Academy Lead's objectives can only be met with a good working relationship with tenant volunteers and will be dependent on enhanced people skills.

Role Purpose:

The Regulatory Framework for Social Housing requires the Council to demonstrate significant tenant and leaseholder involvement in all aspects of the management of its 10,500 homes and 500 leasehold flats. It places a responsibility on the Council to ensure that its tenants are appropriately equipped to properly and effectively scrutinise the services they receive and the performance of the

Council. The Tenant Services Authority monitors the performance of the Council but the emphasis is on the co-regulation of the service with our tenants and leaseholders. In this respect the Council must ensure it provides an effective tenant involvement programme with beneficial outcomes for residents.

Role Accountabilities:

- Lead the Tenant Academy ensuring a high-quality service is provided in relation to the opportunities available to tenants and leaseholders to engage with service providers
- Establish effective working relationships with the Locality pillar of the Council to ensure work programmes and innovations complement each other
- Together with the Lead Housing Participation Officer develop a programme for volunteers that will develop their abilities to successfully engage with the Council and its delivery partners
- Researching and writing volunteer policies and procedures
- Raising staff awareness of the role and function of tenant and leaseholder volunteers
- Ensuring there is appropriate support and training for volunteers
- Promoting tenant and leaseholder volunteering through recruitment and publicity strategies and campaigns
- Monitoring, supporting, motivating and accrediting volunteers and their work
- Celebrating volunteering by nominating volunteers for awards and organising celebration events
- Offering advice and information to volunteers through face-to-face, telephone and email
- Organising profile-raising events to attract new volunteers
- Attending Council committees
- Keeping up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes
- Working with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering
- Generating income, writing funding bids and fundraising to make the Academy sustainable
- Produce Improvement Plans for the service area in line with service area priorities
- Management of support staff and volunteers, setting workloads, priorities and targets to achieve the service area and individual objectives. Ensure effective communication with volunteers in order to meet their personal development and training needs
- Be an effective and supportive member of the Housing Business Development Team
- Monitor and report on quantitative as well as qualitative performance indicators
- Keep up to date with legislation and current practice on all matters relating to social housing
- Prepare and present Council reports to Members, tenants and leaseholders
- Manage revenue budgets and control monthly expenditure in accordance with levels of delegated authority and the Council's Standing Orders
- Ensure the effective administration of the Tenant Academy
- Deal with complaints on the service from tenants, leaseholders, Members of Parliament and Members of the Council

Knowledge and Experience

- 5 years' experience of working in social housing, including tenant participation
- Detailed knowledge of social housing and the duties of local authority/housing association landlords
- Significant experience of working with tenant and or community groups
- Experience of managing staff

- Significant experience of managing budgets
- Detailed knowledge of relevant legislation and good practice
- A proven commitment to partnership working and engaging service users in service development

Statutory and or Qualifications required for this post:

- Chartered Institute of Housing or equivalent housing qualification
- Award in Preparing to Teach in the Lifelong Learning Sector or equivalent
- Current Driving License

Key Behaviour Competencies:

Self-Aware

Awareness of one’s own behaviour, values, attitudes, strengths and weaknesses
Ability to reflect on one’s behaviour and change them

Has integrity

Authenticity – being yourself and not wanting to look good or avoiding to look bad
Leading by example – being the role model you wish others to grow in to

Collaborator

Giving space to others and not imposing own views or judgements
Enabling development through co-creation and collective learning

Has meaningful relationships

Is compassionate and accepting of others
Connecting with others on an honest human level

Resilient

To be aware of and utilise personal strengths and resources to endure tough times
Keeping a positive outlook and using challenges as personal growth

Has clarity of intention

Clear and effective communicator
Is purposeful and makes decisions

Contacts and Relationships

Written: Producing policies, standard letters, writing reports, designing and completing forms
Verbal: Giving specialist and general housing property advice, presenting information to formal groups, influencing policy, negotiating on behalf of the Council
General: Working in a collaborative manner with external and internal customers, community groups to help solve complex household and neighbourhood challenges.

Other Key Features of the role

Board Director	
Signature:	Date

