



Role Profile

Job Title: Housing Participation Officer	Grade/ Level: 7	Post Number: SBC_10139
Directorate: Housing	Job Family: Housing	Date Prepared: August 2020

Role reports to: Tenant Engagement Manager
*Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:

To take a lead role in shaping and implementing initiatives to meet statutory requirements for tenant engagement and ensure that the Council is at the forefront of recognised good practice in the field. To develop, establish and deliver a wide range of opportunities for involvement to tenants, leaseholders and the wider community. To work in partnership with staff and other stakeholders to deliver those opportunities.

- Key Accountabilities:**
1. To develop and project manage a wide range of opportunities to involve tenants and leaseholders and engage with local communities.
 2. To provide an appropriate level of support to existing tenant and leaseholder groups.
 3. To give advice and support regarding the development of new tenant groups or new opportunities for tenant involvement.
 4. To promote and give support to tenants involved with the Tenant Academy.
 5. To research and keep up-to-date with current good practice in the field of housing participation and make appropriate recommendations to the Tenant Engagement Manager
 6. To develop training opportunities for volunteers, officers and other stakeholders and to directly provide training where appropriate.
 7. To arrange, attend and give presentations at tenant meetings, roadshows, conferences etc.
 8. To assist in the development, monitoring and review of Swindon's Tenant Engagement Strategy and any related policies and initiatives.
 9. To develop, organise and project-manage programmes of events, which provide an opportunity for Housing and its strategic partners to engage with local communities or specific groups of local residents. The post holder will hold responsibility for managing all aspects of these events, and the staff involved in delivering them.

10. To project manage the appointment and subsequent service delivery of consultants required to provide independent advice to tenants and leaseholders on key strategic housing issues – as required.
11. To manage the volunteer posts of Tenant Representatives by conducting one to ones, appraisals, training and development and team meetings.
12. To manage new staff induction, apprentices and those on work experience placements within the Housing, Commissioning and Strategy teams.
13. To represent Housing, as required, on appropriate fora, working parties or networking groups inside the Council or in partnership with other agencies.
14. To support a joint approach to resident involvement with other groups within the Council, and the voluntary sector.
15. To assist in the management of the tenant participation budget.

Supplementary Accountabilities:

1. To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
2. To promote equality and diversity best practice in all areas of work.
3. 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.
4. In accordance with the provisions of the Health & Safety at Work etc. 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.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

5. Undertake 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.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Job Scope: No & type of jobs Managed: Tenant Group Assistant (TGA) and on-site management of staff at community events

Typical tasks supervised/allocated to others:
TGA – support to tenant groups in the form of production of agendas, notes etc
COMMUNITY EVENTS – Co-ordinating time use and allocating roles on day, ensuring appropriate breaks

Job Scope:

Budget: Assist with management of tenant participation budget.

Knowledge & Experience:

- Knowledge and experience of social housing and/or experience of working with volunteers
- Housing qualification – CIH level 3 or equivalent housing or Community Development qualification
- Supervisory or managerial experience
- Ability to deal face to face with a wide range of contacts, involving volunteers, members and senior council officers
- Good communicator in writing, on the telephone, face to face and in giving presentations
- IT competent – word processing, e-mail and some knowledge of spreadsheets
- Ability to keep to deadlines and work under pressure to achieve targets
- Willingness to work out of office hours.

Decision Making:

Design and develop approaches to specific pieces of work

Strong influence on the development of all areas of TE work.

How to respond to requests for advice from volunteers, officers and other stakeholders

Decisions on behalf of the team at working parties etc.

Setting agendas for meeting.

Agree expenditure from the TE budget.

Contacts and Relationships:

The post-holder will have regular verbal and written contact with the Cabinet Member for Housing, Senior Officers (including Director and Heads of Service), tenants and members of the public, other officers within Housing and periodically across the Council, Members and other external stakeholders. Written communication will take the form of regular reports, letters, notes of meetings, completion of forms and some budgetary information. The purpose of such contacts and relationships would be to give routine advice, research and present information, and deal with queries on a wide range of TE initiatives, such as supporting tenant groups, networking visits, training and the TE Strategy.

Creativity & Innovation:

In order to deliver a wide range of new initiatives to broaden out opportunities for involvement, the post-holder needs to be flexible, and be able to evolve to meet new challenges. Innovative solutions need to be developed to find different ways to engage with Swindon's tenants. Existing practices need to be constantly reviewed to look at alternatives that might be more effective.

Examples:

- Organisation of community events
- Encouraging tenants and residents to attend
- Creating opportunity for discussion with tenants and capturing their views.
- Promoting participation, the Tenant Academy, other housing support services and Partners.
- Take innovative approaches to meeting with different tenant demographics – i.e. age, race.
- Take part in consultations – such as rent increase/decrease/ housing redevelopment works.

Job Specific Competencies:

- Ability to analyse issues/situations and make decisions
- Good organisational skills and able to successfully implement change
- Commitment to customer service and tenant participation
- Capacity to work under pressure and without supervision
- Problem solving approach
- Post holder needs to be outcome focused, team player, innovative and creative, enthusiastic, resourceful and adaptable

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date:

Line Manager's Signature:

Print Name:

Date: