

Designation: Tenant Engagement Officer

Grade: Stroud 4

Hours: 37

Location: Ebley Mill

- To deliver District-wide projects which involve Stroud District Council's tenants and leaseholders
- To encourage and facilitate tenants and leaseholders to become involved in developing and scrutinising the Council's housing management services
- To deliver and develop the Council's Tenant Engagement Strategy and its Action Plan
- To facilitate and engage positive working relationships with internal and external partners
- To work collaboratively with the Tenant Services Teams in the delivery of the tenancy engagement and empowerment agenda
- To deliver positive outcomes on the neighbourhood regeneration programmes.

Responsible to: Michelle Elliott

Responsible for: None

KEY DUTIES

- To track project deliverables using appropriate tools and report progress to your Line Managers and the Management Team
- To present reports defining project progress, challenges and solutions to tenants and leaseholders, colleagues, managers and Councillors
- To work with the Housing Officers to ensure that tenants' and leaseholders' priorities are reflected in Housing Department workplans, and that progress is reported back regularly
- To implement and manage project changes and interventions to achieve project outputs
- To ensure that all tenants and leaseholders have opportunities to become engaged and empowered, and that articulate individuals do not dominate
- To ensure that tenants and leaseholders are kept informed about the Council's work relating to housing management, and in responding to tenants' and leaseholders' needs, preferences and suggestions
- To provide and/or organise appropriate training for tenants and leaseholders to develop and strengthen their skills and confidence to become involved in developing and scrutinising housing management services

- To manage requests for information, data and to prepare reports where appropriate
- To ensure the service meets and if possible exceeds the Social Housing Regulator's expectations and standards
- To supervise and monitor service contracts as appropriate
- To keep up to date on best practice providing training and development to strengthen customers' and colleagues' knowledge

SKILLS AND KNOWLEDGE

- Experience of promoting and facilitating tenant and leaseholder engagement and empowerment
- Experience of tenancy management
- Good communication and negotiation skills
- Ability to deal with people in challenging situations
- Ability to advocate for tenants and leaseholders and support them to become empowered
- Ability to work subject to deadlines involving problem solving, changing circumstances or demand
- IT literacy and experience of project management
- Experience of the use of social media
- Event Management

COMPLEXITY AND CREATIVITY

- To have a good understanding of the complexity involved in tenancy management issues and in tenant and leaseholder engagement and empowerment.
- Ensure that the appropriate level of fairness, investigation, sensitivity and support are applied.
- Working with tenants and leaseholders to find creative solutions to improve engagement and empowerment, using mediation skills to agree effective and economically viable outcomes.
- The postholder will need to be able to work simultaneously on several projects, balancing priorities and managing expectations.
- Creativity is a feature of the job, exercised within the general framework of housing legislation, departmental budgets, equality and diversity and professional best practice.

JUDGEMENT AND DECISIONS

- Judgements and decisions will impact on the lives of customers, in some case very significantly. The role may also impact on the Council's reputation and decisions must benefit as many tenants and leaseholders as possible, not provide advantage for a small minority of disproportionately influential individuals
- Work carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines

CONTACTS

- Tenants and leaseholders
- Members of the Council
- Housing Department colleagues
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

The exercising of good judgement will be required, and communications with any party not considered appropriate, should be raised with your manager

RESOURCES

Limited responsibility for physical or financial resources, but the postholder will verify tenant and leaseholder representatives' expenses and be responsible for ensuring that involvement and empowerment events offer value for money

TRAVEL DESIGNATION

A full UK driving licence and access to a vehicle for work purposes is essential

GENERAL

- To work with communities sometimes outside normal office hours, including evenings and weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.