

Designation:	Tenant Engagement Officer
Grade:	Stroud 4
Responsible to:	Housing Manager
Service Area:	Housing Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good general education with at least 5 GCSE's including Maths & English or relevant experience.

EXPERIENCE

- Experience of tenant and community engagement.
- Ability to solve estate & community issues
- Experience of working in social housing or similar field
- Ability to work towards performance targets
- Dealing with customers both face to face and on the phone

SKILLS & KNOWLEDGE

- Excellent written & verbal communication skills
- Excellent Social media skills
- Proficient in the use of IT
- Event Management skills

PERSONAL ATTRIBUTES

- Good Organisational skills
- Is approachable, personal and persuasive
- Willing to learn & take on extra duties & responsibilities as required
- Willing to work outside normal office hours, as evening and weekend work will be required as part of this role

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

Qualification in Tenant Engagement or Customer care

EXPERIENCE

- Experience of working in Tenant Engagement or liaison roles
- Experience of working in the social housing sector
- Experience of working in a team environment

SKILLS & KNOWLEDGE

- Knowledge of current housing legislation

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.