

Becoming a Neighbourhood Ambassador

This is an exciting opportunity for you to get involved with Tenant Services and gain valuable experience in supporting your community but also skilling you up to gain confidence, improve your communication skills and have a voice to improve and work with Tenant Services.

The rewards are immense and could lead to you improving your community, entering full time employment or education to further the career aspirations you may have.

What Qualities is Tenant Services is looking For?

- Commitment to work within the values, policies and procedure of Tenant Services
- Reliability
- Enthusiasm
- Willingness to learn new skills and gain new knowledge
- Ability to work within a team or one on one setting

What can Tenant Services Offer You?

- A comprehensive training programme
- A supportive environment to grow your skills and knowledge
- Valuable experience in gaining support from other experienced representatives
- Relationship building with both staff and tenants
- The tools to be able to represent your community

The Criteria for Becoming a Neighbourhood Ambassador.

- To have no rent arrears
- You must be a Tenant Services tenant or Leaseholder
- To have no breaches of tenancy conditions such as Anti-Social Behaviour or participate in any breaches
- To have no outstanding debts owed to Tenant Services or the Council
- To not hold any biased views or negative attitude toward the Council or its officers
- To not be excluded from any establishment, group or area due to unsavoury behaviour;(the neighbourhood ambassador must inform Tenant Services when this occurs)
- To be constructive when voicing opinions on the services provided by the Council

- To not have a criminal record or be involved in behaviour which would negate you from becoming an ambassador such as being convicted of fraud, financial crime, or hate crime..
- Not to be employed in a position which would be in conflict with this role such as being employed by a debt recovery agency
- To hold this position for at least a period of 12 months

Please note if your circumstances change and you fall into any of the criteria mentioned above, you may be asked to relinquish your role.

If you are interested please contact Michelle Elliott on 01453 754113 or email michelle.elliott@stroud.gov.uk.

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