

JOB DESCRIPTION

Job Title: Tenant Engagement Officer

Department: Housing

Direct Reports: None

Reporting to: Business Manager – Housing Management

Main Job Functions: (NB In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required).

- To contribute to and lead on the delivery of tenant engagement activity
- To promote and develop meaningful tenant engagement and involvement within the Trust's housing portfolio, considering differentiated approaches required to different tenant groups
- To utilise innovative ways of working to improve communication with tenants and provide better opportunity for feedback to improve customer insight.
- To work with residents and residents' groups in order that the needs and aspirations of tenants can feed into service design, working towards co-production
- To work collaboratively with staff, partners and stakeholders to build community based relationships and to develop and improve the services provided to tenants and other customers
- To provide data and reports where required to support tenant influencing and engagement at a strategic and governance level of the Trust

Main Duties:

1. To contribute to the creation of homes and neighbourhoods where tenants and other customers can live independent and fulfilling lives.
2. To be familiar with the requirements of the Regulator for Social Housing with regard to the Tenant Involvement and Empowerment Standard, and National Housing Federations Together with Tenants initiative and any future sector programmes in relation to engaging with customers.
3. To promote tenant engagement and involvement in partnership with other staff in order that tenant needs and aspirations are fed into service standards and service improvements.
4. To develop new and innovative ways of engaging with tenants and enabling the opportunity for effective feedback, using the learning from the Together with Tenants pilot
5. To assist in the development of the Trust-wide customer engagement strategy
6. To ensure tenants are provided with relevant, quality information using a range of sources and methods, utilising social media and other technology to improve the digital offer
7. To promote and improve digital inclusion to tenants
8. To assist in the set up and support of residents' groups and other forms of involvement that will promote social capital.
9. Facilitate consultation with tenants ensuring a range of engagement options are used to maximise tenant participation
10. To act as a "champion" for tenants' interests in dealings with other agencies, staff and stakeholders.
11. To investigate sources of funding that can be applied to tenant involvement and partnership opportunities and to make grant applications as appropriate
12. Implement a range of tenant engagement activities and projects; within designated timeframes and budget; including tenant satisfaction surveys and the tenant annual report
13. To promote the integration of the Trust's homes and neighbourhoods into wider communities and neighbourhoods.

14. To involve tenants in setting service standards and improving services, being aware that Papworth Trust is aiming to be a top quartile performer.
15. To provide reports to managers and other staff on tenant involvement and tenant feedback as appropriate.
16. To drive continuous improvement and innovation in service delivery, working with other departments and being aware of best practice throughout the housing and other sectors.
17. To contribute effectively to departmental and Trust-wide business plans and corporate plans and projects, where necessary.
18. To work closely with colleagues in other sections and departments to present a unified approach to service delivery.

Service Development

1. To seek innovation and improvement in the development of existing and new services
2. To work co-operatively and collaboratively with Papworth Trust staff and other partners in developing and improving services
3. To keep abreast of changes within the Trust and in the wider housing world, particularly in terms of funding opportunities, to identify new ideas and new ways of working.
4. To work closely with tenants and other customers in developing and improving the service offered to tenants, working towards the aim of co-production

Corporate

1. To provide Key Performance Indicator data and reports as required
2. Participate in Trust-wide activities such as business planning and corporate plans appropriate to the role.
3. Provide timely and effective reports to managers, Committees and other bodies as appropriate.
4. Represent Papworth Trust externally as required in a professional and competent way.

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.

Date of Description: January 2020

Job Description Ref: TBC