

Housing Management

Resident Engagement Officer

Job Description and Person Specification

November 2019

Job Description

Job Title:	Resident Engagement Officer
Department:	Place
Function:	Housing Management
Team:	Resident Engagement
Post number:	HO0274
Grade:	LBR 9/10
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Orchard Housing Office, 152 Broadmead Road, Woodford Green, Essex IG8 0AG
Reports to: <i>Job title</i>	Area Housing Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion.
Role purpose and role dimensions: <i>Overview of the job</i>	To focus on resident and community engagement in the provision on new Council homes. To assist in the provision of an efficient and effective resident engagement service, building the capacity of residents to comment on and participate in improving service delivery. To ensure the service is responsive and customer-orientated and that resident groups and meetings are as effective as possible.
Key external contacts: <i>Organisations</i>	Vision. Sport England. Noah's Ark Church. Spectacular Kidz nursery (groups are subject to change), residents' groups.
Key internal contacts: <i>Job titles or groups of staff</i>	Contacts across various departments including Capital Delivery, Communications, Libraries, Work Redbridge, Housing, Income, Asset Management and Home Ownership colleagues.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	To assist in maintaining effective control of resident engagement budgets. Responsibility for processing payments to resident associations and approved suppliers. Responsibility for day-to-day security of office and capital equipment.

Key areas for decision making:	<ul style="list-style-type: none"> • Award of grants to Resident Associations • Selection of stallholders for annual conference • Formation of the appropriate representative group eg an RA v. Community Representatives
Other considerations: <i>E.g. working patterns</i>	Some evening and weekend working will be required.

Key accountabilities and result areas:	Key elements:
Service development	<p>This will involve:</p> <p>Fully supporting the development of resident engagement networks, ensuring that engagement arrangements are widely understood, supported and accessible to residents. Liaising with and supporting groups, such as the design and production of publicity material.</p> <p>Deliver opportunities for residents to participate in housing services and ensure that arrangements are flexible and inclusive. In particular to encourage participation from hard to reach groups. To work within and deliver the Tenants' Compact.</p> <p>Service development around digital engagement.</p> <p>Promotion, facilitation and developing the active involvement of individuals, resident associations and other groups in existing and future consultative structures. To ensure that issues are discussed are relevant to the local and national agenda.</p> <p>To encourage good practice in consultation and resident involvement and assist in the development of models and procedures for effective engagement.</p>
Legislative	<p>This will involve:</p> <p>Awareness of and interpretation of current and proposed legislation and regulations relating to resident engagement and to ensure this is communicated to residents and staff alike.</p>
Tenant management	<p>This will involve:</p> <p>Organising decants and supporting residents through that process. Providing advice and support to residents wishing to explore management agreements or the Right To Manage. To support the TMO.</p>

Projects	<p>This will involve:</p> <p>Developing community projects designed to increase engagement and advise and support associations who may become involved in such initiatives. To assist in the preparation of the implementation programme of these initiatives.</p>
Events	<p>This will involve:</p> <p>Organise and facilitate public meetings, consultations, conferences, seminars and events of a similar nature.</p> <p>Attending and when appropriate leading meetings with residents, members, colleagues and stakeholders.</p> <p>To apply the principles of equality and diversity.</p>
Training	<p>This will involve:</p> <p>Developing and delivering training for residents and staff.</p>
Publicity	<p>This will involve:</p> <p>Contributing to and where appropriate coordinating the production and distribution of relevant publications, including newsletters and the Annual Report.</p>
Consultation	<p>This will involve:</p> <p>Assisting in specific consultation work, including survey work and, where appropriate, work collaboratively with colleagues on major works projects.</p>
Partnership working	<p>This will involve:</p> <p>Establishing strong and effective links with members and relevant housing associations, external agencies and the voluntary sector to ensure effective resident engagement.</p> <p>Promotion of the resident engagement service to residents and stakeholders.</p>
Support for groups	<p>This will involve:</p> <p>Facilitating grant funding for associations and assisting in the recognition and registration scheme for associations.</p> <p>Developing, implementing and monitoring policies and procedures. Evaluate the quality of the service offered to residents using appropriate performance indicators.</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.
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Person Specification

Job Title:	Resident Engagement Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Educated to at least GCSE level	A	2
Minimum experience/ knowledge/ skills:	Experience of resident engagement work (occupational or voluntary)	A I	3
	Awareness of housing legislation and other legislation related to public sector services.	A I	3
	Awareness of current issues in public sector housing and in resident engagement.	A I	3
	Knowledge of government legislation and guidance relating to resident engagement.	I	3
	Effective application of a range of computer packages eg Microsoft	T I	2
Minimum competencies: Customer focus	A genuine commitment to customer care and enthusiasm for tenant and leaseholder engagement in service delivery and development.	A I	3
	Shows consideration, concern and respect for other peoples' feelings and opinions, is a good listener and displays empathy.	I	3

Communicating and influencing	Displays assertiveness and independence of thought and action without overstepping agreed boundaries.	I	1
	Ability to communicate sensitively and effectively with a range of audiences including residents, Members, officers and other stakeholders and members of the public.	I	3
	Excellent written and verbal communication skills.	A I	3
	Communicates orally in a manner which is clear, fluent, concise and appropriate, and which holds peoples' attention both in groups and in one-to-one situations. Encouraging feedback as appropriate.	I	2
	Produces written communication which is clear, fluent, concise and jargon-free and is readily understood by intended recipients.	A T	3
Building relationships, working together and in partnership	Aware of information sources and how to get the information needed.	I	2
	Works creatively, coming up with new and imaginative ideas. And collaborating with others to identify fresh approaches.	I	2
	Influences the attitudes and opinions of others, gaining their agreement through persuasion to ideas, proposals and courses of action.	I	3
	Ability to work positively with colleagues and external agencies.	A I	3
	Cooperates and works well with others in the pursuit of team goals, sharing information and supporting others.	T I	3
Respecting & implementing diversity	Maintains high ethical standards both personally and professionally; shows integrity and is reliable and trustworthy.	A I	3
	Commitment to and understanding of Redbridge's equality and diversity policy and the ability to implement these in service delivery and development.	A	3
	Displays a sound understanding of equality issues and respecting, valuing individuals' diversity and the variety of their contributions.	I	3

Planning, organising & achieving results	Breaks a problem down into its constituent parts, sees 'the wood from the trees' and relationships between issues.	I	1
	Seeks out relevant information for problem solving and decision-making, consulting with others as necessary.	I	3
	Adopts a flexible and creative approach, redefining problems in the light of information gathered or changes in context.	I	2
	Draws sound inferences from information available, makes use of logic and creates/contributes to imaginative solutions.	I	2
	Makes rational, realistic and sound decisions based on the consideration of all the facts and alternatives available	I	3
	Displays a high level of personal drive and energy and shows a capacity for sustained effort and performance.	I	2
	Seizes opportunities and takes the initiative in moving things along in a positive way.	I	2
	Makes firm and well-considered decisions about ideas and courses of action within realistic timescales.	I	3
	Demonstrates knowledge and awareness of personal responsibilities in the areas of risk management and health, safety and welfare, both in terms of self and others.	I	3
	Ability to assist in managing financial resources	A I	2
Good project management skills.	A I	2	
Embracing change	Ability to manage a varied and demanding workload, to meet performance standards and corporate objectives.	A I	3
	Ability to cope with varying demand, working methods, practices and environment.	I T	3
	Ability to adapt working methods to cope with such change.	A I	2
<i>For those with managerial responsibility</i> Leadership			
Managing and developing people			
Special conditions:	The post holder must be able to travel around the borough.		
Signature of Employee:	Name:	Date:	