

JOB TITLE: Tenant Partnership Officer

DEPARTMENT: Landlord Services

POST NUMBER: 248

GRADE: Scale 4 / 0.8 FTE

ACCOUNTABLE TO: Tenant Partnership Manager

LOCATION: City offices and any other office of the City Council as may be required.

POST OBJECTIVES

- Ensure the voices of all housing tenants are heard and valued within the Governance framework, shaping service priorities and business decisions while adhering to Tenant Satisfaction Measures and the standards set by the Regulator of Social Housing.
- Engage proactively with our diverse tenant community to achieve meaningful representation and a deep understanding of their priorities, ensuring satisfaction with opportunities to express their views.
- Make sure tenants know their feedback is not only heard but also acted upon, fostering a sense of empowerment and inclusion.
- Facilitate tenant engagement that promotes constructive scrutiny and continuous improvement.

SPECIFIC TASKS

Lead Functions

1. Stakeholder Consultation and Communication

- Gather and amplify the views of tenants, leaseholders, and shared-owners, ensuring their feedback directly informs the co-production of service design and delivery.
- Create and share engaging content such as reports, factsheets, newsletters, webpages, and social media posts.
- Plan and manage vibrant and inclusive events including participatory workshops, conferences, focus groups, and community gatherings.
- Represent housing services on corporate working groups, advocating for tenant perspectives.

2. Community-based Projects

- Enthusiastically take on community-based projects as requested by the Tenant Partnership Manager, utilising creative and innovative approaches.
- Provide project support to team members as required, fostering a collaborative and supportive environment.

3. Collaboration with Tenant Groups

- Work closely with all tenant groups, including the Tenant Board, Housing Improvement Workshops (HIW's), and Focus Groups, promoting co-production and collaborative decision-making.
- Provide administrative support and facilitate communication with officers, elected members, tenants, and other departments, ensuring seamless coordination and engagement.

4. Support and Assist the Tenant Board (TACT)

- Nurture and develop Tenant and Independent Board Members by arranging comprehensive training and ongoing support, enabling them to fulfil their roles effectively and confidently. Identify and coordinate training opportunities for tenants to enhance their skills and engagement.
- Respond to the needs of board members, ensuring they have the resources and guidance necessary to succeed.
- Build and support Housing Improvement Workshops (HIW's) by actively recruiting new members, fostering diverse representation of tenants and proactive participation.
- Provide continuous support to staff leading the Housing Improvement Workshops (HIW's), ensuring they have the tools and assistance they need.
- Attend HIW meetings when required, offering guidance and support to both staff and members.

5. Digital Engagement

- Work with our Communication Team to manage and develop our Tenant Partnership social media pages
- Keep the tenant partnership web pages and social media platforms current, dynamic and engaging.

6. Service Development

- Develop the Tenant Partnership service in alignment with the Housing Service Business Plan, the Tenant Engagement Strategy, and the Charter for Social Housing Residents.

7. Cross-Team Collaboration

- Collaborate with other Council teams to engage residents and build cohesive, vibrant communities.

8. Professional Development

- Stay curious and informed about professional and technical developments and best practices in the housing sector.

Additional Requirements

- **Safeguarding**
 - Regularly engage with service users, including adults and children, with a compassionate approach.
 - Communicate corporate policies and procedures effectively.
 - Report any concerns promptly according to corporate policies.
- **Equality & Diversity**
 - Champion the Housing Service's commitment to the Equality Act 2010.

- Assist Housing Service teams in completing Integrated and Equality Impact Assessments, promoting inclusivity.
- **Customer Service Excellence**
 - Contribute to achieving national recognition for excellent customer service.
 - Ensure Housing Service operations deliver an exceptional customer experience.
- **Adherence to Policies**
 - Follow the Council's Health & Safety, Customer Care, Confidentiality/Data Protection, and other relevant policies diligently.
- **Other Duties**
 - Embrace additional duties as assigned by the Tenant Partnership Manager, in line with the post grade and your abilities.

We are dedicated to creating a diverse, inclusive, and welcoming work environment. We encourage applications from all qualified individuals, regardless of race, gender, disability, religion/belief, sexual orientation, or age. Join us in empowering tenant voices and driving positive change in our community.

Signed

Dated

Version date July 2024



JOB TITLE

Tenant Partnership Officer

POST NUMBER: 248

DEPARTMENT:

Landlord Services

DATE: July 24

Requirements		Weighting	Assessment Method
Skills	Communication skills	3	A/I
	<ul style="list-style-type: none"> Excellent written and verbal skills Good listening skills Can adapt to all audiences – internal (officers/members/service users), as well as external partners and peers Able to produce clear and concise written documents Good public relationship skills 		
	Excellent customer care skills	3	A/I
	Project task skills	3	A/I
	<ul style="list-style-type: none"> able to identify the elements and key tasks involved in a project ability to meet tight deadlines well organized and able to juggle and deliver the requirements of varied projects running simultaneously ability to prioritise tasks 		
	IT skills		A/I
	<ul style="list-style-type: none"> Excel and Word, PowerPoint skills and a willingness to undertake further training Knowledge of setting up of digital surveys such as Citizen Space. Familiarity of social media Some understanding of websites and digital platforms Knowledge of Housing & Corporate Databases 	3 1 3 1 2	
	Effective administrative skills, including minute taking	3	A/I

Experience	<p>Experience of :</p> <ul style="list-style-type: none"> Working effectively with a wide range of people including customers, officers and members Working in a community engagement role Working in a tenant partnership or housing management role Administrative experience Producing newsletters, leaflets and other information for the public Working with external organisations and community groups Research including collecting views from stakeholders Promoting equality and diversity in relation to service delivery Having a positive impact on the Customer experience 	<p>3</p> <p>2</p> <p>2</p> <p>3</p> <p>2</p> <p>2</p> <p>1</p> <p>3</p> <p>2</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Personal Qualities	<ul style="list-style-type: none"> Confident and assertive Enthusiastic and self motivated Able to work autonomously and manage own workload Good time management skills and ability to prioritise tasks Well organised and pays keen attention to detail Has a positive, can do attitude Task completer Flexible approach to work Excellent interpersonal skills Excellent ability to work within a team Excellent multi tasker Works well under pressure and can balance competing demands Pays keen attention to operating in accordance with corporate policy and procedures and legislation. 	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Specific Job Requirements	<ul style="list-style-type: none"> Ability to work evenings and weekends. Able to be flexible in approach to responsibilities and to working hours. A strong commitment to high quality customer service. Ability to meet the travel requirements of the role. Enhanced DBS check 	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>	<p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

Qualifications	Min 4 GCSEs (or equivalent standard) including Math's and English Grade c or above.	3	A/Q
	Educated to A level standard or equivalent.	3	A/Q
	Professional qualification in Housing or equivalent.	1	A/Q
	Professional membership of CIH	1	A

Weighting

3 – Essential for the successful performance of the job
 2 – Desirable but can be achieved through on the job training or experience
 1 – Useful but not essential for successful performance of the job

Assessment

Application Form
 References

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 R

Interview
 Presentation

I
 P

Tests
 Evidence of Qualifications

T
 Q