 **Role Profile**

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| **Job Title**  | Resident Engagement Officer  |
| **Team** | Housing | **Grade** | 9 |
| **Reports To** | Head of Business Improvement & Tenancy Services  |
| **Date** | July 2025 |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:** |

**Overall job purpose:**

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| To engage and empower residents to participate meaningfully in shaping, scrutinising and improving housing services, in line with the Regulator of Social Housing’s Transparency, Influence and Accountability Standard (2024) and the Housing Ombudsman’s Complaint Handling Code.The postholder will lead the development, implementation and review of Arun District Council’s Resident Engagement Strategy, embedding resident voice across the Housing, Wellbeing & Communities service and ensuring inclusive, transparent, and accountable involvement. |

**Key areas of focus:**

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| 1. | Lead the development and delivery of the Resident Engagement Strategy, ensuring it aligns with regulatory expectations and local housing priorities. Work collaboratively with internal teams, residents from all tenures and external partners. |
| 2. | Create, support and maintain resident and leaseholder involvement structures (e.g., panels, groups, forums), arranging and attending meetings, events and supporting residents to build confidence and capacity for meaningful involvement. |
| 3. | Develop inclusive engagement approaches, including online platforms, social media, in-person events and outreach tailored to under-represented and marginalised groups. |
| 4. | Ensure the Housing, Wellbeing and Communities team complies with the Social Housing (Regulation) Act 2023 and associated consumer standards across all resident engagement activity. |
| 5. | Produce, coordinate and co-design the Arun@Home tenant newsletter, including content planning, layout and distribution. Establish and support a resident-led editorial panel. |
| 6. | Lead on resident-led scrutiny activity, ensuring tenants and leaseholders are equipped to challenge and influence housing services effectively and independently. |
| 7. | Monitor and report on engagement outcomes, including Tenant Satisfaction Measures (TSMs), and ensure resident insight is embedded in service planning, performance reporting and decision-making. |
| 8. | Support the management of engagement-related complaints, ensuring service learning is captured, actioned and shared across relevant teams. |
| 9. | Organise and deliver inclusive focus groups, walkabouts, surveys, consultations and forums to gather views on service developments, policy changes and housing standards. |
| 10. | Support and manage volunteers involved in engagement activity, promoting local participation and representation. |
| 11. | Proactively utilise social value commitments secured through contracts and partnerships to deliver community-based initiatives that promote wellbeing and support resident priorities. Work closely with partners to deliver and promote these opportunities within local neighbourhoods. |
| 12. | Promote equality, diversity and inclusion across all engagement activity in line with the Equality Act 2010 and Public Sector Equality Duty, ensuring accessible formats and inclusive practice are embedded as standard. |
| 13. | Design and deliver training on engagement, scrutiny and governance for both staff and residents. Identify and coordinate opportunities for learning and development for residents expressing interest in involvement. |
| 14. | Establish and maintain positive relationships with residents, colleagues, contractors and community partners to build trust, accountability and shared outcomes. |
| 15. | Champion a trauma-informed and strength-based approach to resident engagement, creating safe and empowering spaces for participation. |
| 16. | Prepare briefings and reports for internal governance and external committees, including the Housing & Wellbeing Committee, Audit & Governance Committee, and the Corporate, Senior and Housing Leadership Team. |
| 17. | Integrate resident feedback into business planning, service reviews and policy development to drive continuous improvement and improved outcomes. |
| 18. | Monitor emerging regulatory guidance and sector best practice, using this to innovate and adapt engagement methods and compliance frameworks. |
| 19. | Maintain a forward plan of engagement aligned to service performance and corporate housing priorities. Retain a clear awareness of wider service pressures and help identify possible solutions where required. |
| 20. | Oversee the resident engagement budget, ensuring value for money and appropriate allocation of resources. Budget ownership sits with the Head of Business Improvement & Tenancy Services. |
| 21. | Work collaboratively with leadership and management teams across the Housing, Wellbeing & Communities directorate to ensure learning from engagement is used to shape future service delivery. |
|  | **General** |
| 22. | Lead and contribute to projects and initiatives that improve the customer experience and increase service efficiency. |
| 23. | Participate in the Business Improvement & Tenancy Services management team to represent and embed the resident voice in strategic discussions. |
| 24. | Maintain accurate, timely records of all contacts and activity, making full use of Council IT systems and processes. |
| 25. | Respond to Stage 1 and Stage 2 complaints, Freedom of Information (FOI) requests and formal enquiries from elected members, the Housing Ombudsman and MPs, in line with policy and service standards. |
| 26. | Ensure all activities are delivered in line with Arun District Council’s Standing Orders, Financial Regulations and statutory and regulatory frameworks, with appropriate systems for monitoring and audit. |
| 27. | Commit to continuous professional development, staying up to date with housing regulation, engagement innovation and legislative change. |
| 28. | Lead by example, upholding the One Arun cultural framework, promoting trust, communication, respect and kindness and promoting a collaborative, open and inclusive team environment. |
| 29. | To carry out any other duties that are appropriate with this post.  |

**Additional information**

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| 1. | Not responsible for staff. |
| 2. | No budget responsibility.  |
| 3. | The postholder is expected to work to service delivery standards set by others. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to access if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications**  |
| GCSE or equivalent in English and Maths | x |  |
| Hold or be willing to work towards a CIH Level 4 qualification (or equivalent), demonstrating a strong understanding of housing management principles and resident engagement practice | x |  |
| **Experience** |
| Leading community-based or resident engagement projects | x |  |
| Engaging with diverse, marginalised or underrepresented communities | x |  |
| Communicating effectively across a range of channels (e.g. written, face-to-face, digital) | x |  |
| Managing multiple priorities or projects in a high-pressure, deadline-driven environment | x |  |
| Working within a politically sensitive or public service environment | x |  |
| Interpreting and applying policy or legislation in a social housing or community setting | x |  |
| Providing customer service in complex, emotive or high-needs situations | x |  |
| Delivering resident consultation, scrutiny or co-design activity | x |  |
| Handling sensitive personal data and supporting audit or compliance reviews | x |  |
| Demonstrating strong attention to detail, professional integrity and resilience in the face of challenge | x |  |
| Experience of working in a social housing or local authority environment |  | x |
| Experience using systems such as E5, HOPE, Civica CX, and Microsoft Office suite |  | x |

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| **Knowledge** |
| Knowledge of the Regulator of Social Housing’s Consumer Standards and the Housing Ombudsman Complaint Handling Code | x |  |
| Awareness of local authority governance processes and engagement responsibilities | x |  |
| Strong project management skills, with the ability to produce clear written reports, proposals and communication materials | x |  |
| **Behaviours** |
| **Accountability:** Acknowledges mistakes with patience and understanding and offers support to rectify the situation, putting in place measures to prevent future errors. | x |  |
| **Consistency:** Maintains standards, behaviours and fair decision making at work, correlating actions to opinions. | x |  |
| **Commitment:** Embraces and champions Arun’s values, with a strong work ethic, commitment, and motivation, to achieve and deliver outcomes. | x |  |
| **Integrity:** Builds trust by meeting all commitments, demonstrates honesty and integrity and acts as a role model. | x |  |
| **Innovative:** Uses initiative, contributes to, and implements new progressive processes or projects that will improve service delivery. | x |  |
| **Active Listening:** Listens effectively to others and can clarify understanding through effective questioning/paraphrasing. | x |  |
| **Inclusivity:** Considers the wider needs of others when communicating and encourages tolerance and respect in others. | x |  |
| **Approachability:** Maintains visibility by regularly talking and interacting with colleagues. | x |  |
| **Competencies** |
| **Collaborative working:** Pulls the team together, can work in collaboration internally/externally to achieve an end result. | x |  |
| **Communication (written/oral):** Able to communicate (sometimes contentious matters) clearly, appropriately and respectfully at all levels. | x |  |
| **Customer focus:** Able to gain insight into customer needs to build and deliver solutions that meet expectations and maintain effective relationships. | x |  |
| **Emotional intelligence:** Demonstrates, and actively seeks to evolve with own self-awareness, self-management (emotional self-control/adaptability/outlook), social awareness (empathy) and relationship management. | x |  |
| **Initiative:** Is resourceful and able to work and make decisions with limited supervision. | x |  |
| **Problem solving:** Able to identify internal/external issues, consider solutions and implement to support objectives. | x |  |
| **Working with stakeholders:** Displays Arun’s values and behaviours when interactingwith internal and external stakeholders, developing a network of contacts. | x |  |
| **Influence:** Understands internal and external politics and is able to wield influence effectively, tailoring actions to achieve the impact needed. | x |  |
| **Health and Safety**  |
|  | Yes | No |
| Does this role require a **Basic** DBS check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). |  | x |
| Is this a Political restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work?  |  | x |
| Does this role require a driver’s licence and access to a vehicle? | x |  |
| Does this role attract an essential car user allowance? |  | x |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |