



Job Description

Job title	Tenant Engagement Officer	Hours	37 hours per week
Department	Housing and Projects	Salary	SK 11 (£35,586 per annum)
Location	Currently mix of home and office-based working	Contract	Permanent

Main Job Purpose

To proactively develop, implement and support meaningful tenant and resident engagement across the housing service, ensuring tenants' and housing customers' voices are heard, valued and used to shape the planning, delivery and continuous improvement of Housing services.

This role empowers tenants and leaseholders to participate in decision-making, promotes inclusive and accessible engagement activities, and strengthens relationships between the council, tenants, residents and key partners to enhance housing outcomes and community wellbeing. The postholder will support the delivery of the Tenant Engagement Strategy, ensure effective feedback mechanisms, and promote accountability and transparency in how services respond to tenant views.

This role is not politically restricted.

Main Statement of Responsibilities

1. Build positive working relationships with tenants, leaseholders, resident groups, colleagues and partner organisations.
2. To support the Housing Strategy Team to meet and evidence the requirements of the Regulator of Social Housing Standards, in particular the Transparency, Influence and Accountability Standard.
3. To support in the delivery of our Tenant Engagement offer, making sure that the tenant voice is captured and appropriate required actions from officers and feedback to tenants is recorded.
4. Work with officers from the wider housing service to develop a yearly programme of events for Tenant Engagement Groups and ensure regular contact maintained to develop meaningful agendas for the groups.
5. Support and develop a tenant forum, providing training, guidance and practical assistance to enable effective participation.
6. Actively engage with all tenants to create positive change, by leading on creating groups, events, forums and developing new ways of engaging
7. Promote inclusive engagement, ensuring under-represented groups are actively encouraged and supported to take part.
8. Work with housing teams to embed tenant and resident insight into service design, policy development and performance monitoring.
9. Support tenant involvement in scrutiny, complaints learning, and performance review activities.
10. Assist with the production of publicity material including newsletters, annual reports, leaflets, posters.
11. Work with the Council's Communications Team to share the impact of engagement and to encourage tenants to get involved.



12. Update the Council's website and other communication methods on news, events, impact and other relevant information.
13. Record engagement activities, impact and outcomes after each event and provide this information to help in the production of Impact Reports and to deliver evidence-based conclusions and make reason recommendations for change.
14. Lead on the daily management of the tenant satisfaction feedback framework, ensuring we collect tenant experiences at key touch points and all feedback is actioned.
15. Demonstrate a thorough knowledge of safeguarding legislation and best practice, with the ability to recognise, respond to and appropriately escalate concerns to protect vulnerable tenants and ensure their wellbeing
16. Undertake any other duties requested by the line manager in line with the grading of this post.

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.



- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Demonstrates a thorough knowledge of performance management and benchmarking principles in a housing service setting
- Experience of engaging and working with involved tenants
- High level of numeracy /statistical analysis skills
- Effectively manages and interprets complicated data and statistical information
- Can provide project management support and able to support effective policy and procedural change
- Work based experience of handling a range of numerical and other data and statistics or the ability to quickly grasp this discipline
- Responds independently to unanticipated problems and situations.
- High level of computer literacy.
- Experience of supporting the Implementation of effective systems for performance management, research and benchmarking
- Knowledge and experience of working in a housing service environment including tenant/resident involvement
- Experience of supporting the delivery of projects
- Experience in the collection, analysis and interpretation of complex information /data which helps to improve processes , procedures and/or the customer experience
- Experience of supporting action planning to ensure service development which enhances the customer experience and value for money
- Experience of operating a range of Housing IT systems

Desirable

- Experience of supporting change to strategies and procedural guidance in a customer focused setting
- Knowledge of local government and/or social housing sector



Relevant Qualifications

Essential

- Good standard of general education (GCSE level)
- Current driving licence or the ability to make suitable alternative travelling arrangements

Desirable

- Evidence of commitment to continual professional development

Communication and Interpersonal Skills

Essential

- Ability to communicate both verbally and in writing with a wide variety of stakeholders
- Ability to motivate others and to work as part of team
- Manage own varied workload and has clarity about the desired outcomes.
- Responds positively to change and has the ability to work under pressure
- Ability to work on own initiative
- Uses a rational and disciplined approach to problem solving