Isle of Anglesey County Council

Job description / Person specification

Part A

Job title: Tenant Participation Liaison Officer

Post number:

Service / Section: Housing

Grade: 5

Overall job purpose

- Support the Housing Services Manager to develop and implement the Council's tenant participation strategy.
- Develop and implement Anglesey's Tenant Participation Strategy and Action Plan.
- Promote and maintain tenant involvement will all aspects of planning, delivering and monitoring the housing service.
- Act as the link between the Council and its tenants, Tenant Associations and the Tenants Forum in order that they can provide feedback and influence the decision making process with regard to Housing policies.
- Promote an awareness of tenant participation amongst Council staff and local members.
- Promote awareness of the opportunity to participate and its advantages, and establish the detailed arrangements which are required to realise the vision of meaningful participation as described in our Strategy.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☒
Group C ☐
Group D ☐
Group E ☐
Group F ☐

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For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main duties / responsibilities

1. Responsible for promoting, co-ordinating and developing tenant and resident participation in the County.

2. Working closely with departments and other agencies to establish good working relationships with the local communities, stakeholders and partner agencies. Be the contact for members of the Gypsy and Traveller community.

3. Support the Anglesey Tenants Forum by holding regular meetings and contact on a formal and informal basis.

4. Work closely with the Tenants Forum Publication Sub-group to produce newsletters and information bulletins which are easy to understand and to update information for tenants on the website.

5. Proactively encourage the establishment of new tenant/resident associations and provide continuous support to existing groups.

6. Arrange and present training for tenants.

7. Keep appropriate records of meetings, promotional activities and financial matters.

8. Raise awareness of, and participate in the preparation and introduction of the Council's Local Housing Strategy and other relevant plans and strategies.

9. Respond promptly to complaints and enquiries regarding the service and act as a bridge between the Council and its tenants.

10. Undertake other duties as requested by the Housing Services Manager from time to time.

11. Manage the Tenant Participation Budget and when appropriate, apply for additional grant support to bolster the budget and to fund specific projects.

12. Consider new and innovative ways of working and engage with tenants with regarding to the planning and the provision of the service and the decision making process.

Person specification

Education and training The minimum educational requirements / Professional or vocational qualifications for this post:	Essential (E) Desirable (D)
1. Educated to degree level or equivalent and / or proven track record of working within the Housing Management sector.	E
2. Qualification in housing.	D
3. Possession of (or working towards) Professional Housing Qualification or equivalent	D

Key competence requirements Job related knowledge:	Essential (E) Desirable (D)
1. Detailed knowledge/understanding of current housing legislation and statutory guidance in relation to housing management	E
2. Working knowledge of Microsoft Office applications (Word, Excel, Powerpoint)	E
3. Experience of working in a Customer Services environment dealing with enquiries and complaints	E
4. Literacy, numeracy and a good standard of written and spoken English and Welsh	E
5. Understanding of Welfare Benefits	D
6. Experience of working in a Local Authority or Registered Social Landlord providing housing management services to vulnerable tenants	D
7. Good understanding of customer involvement and consultation techniques and experience of putting them into practice.	D

Specific skills:	Essential (E) Desirable (D)
1. Highly developed communication skills including questioning, influencing and negotiating with a wide and diverse range of people	E
2. Excellent team working skills	E
3. Ability to write clear and concise letters and report	E
4. Ability to prioritise and organise own workload	E
5. Ability to make accurate and timely decisions, often in pressurised situations, and to act tactfully and with sensitivity and courtesy at all times	E
6. Ability to foster effective working relationships	E
7. Willingness to undertake training appropriate to the role	E

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Specific skills:	Essential (E) Desirable (D)
8. Experience of working with vulnerable clients often with complex support needs	D

Personal Attributes:	Essential (E) Desirable (D)
1. Good empathic listening skills	E
2. Ability to make sound, non-judgemental decision	E
3. Ability to deal with difficult and /or aggressive clients	E
4. Positive and pragmatic approach to work tasks	E
5. Commitment to customer care	E

Personal Circumstances	Essential (E) Desirable (D)
1. Holder of current UK driving licence with own transport.	E
2. Willingness to work outside normal working hours	E

Position in the organisation

Reports to: Neighbourhood Team Manager

Staff supervised: 1

Working arrangements and conditions

Working week: Any 5 days out of 7. Monday to Sunday

Identified work base: Anglesey

Contracted hours: 37 hours

Language requirements

Welsh language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☐	☐	☒
Reading (Tick one)	☐	☐	☐	☐	☐	☒
Speaking (Tick one)	☐	☐	☐	☐	☐	☒
Writing (Tick one)	☐	☐	☐	☐	☐	☒

English language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☐	☐	☒
Reading (Tick one)	☐	☐	☐	☐	☐	☒
Speaking (Tick one)	☐	☐	☐	☐	☐	☒
Writing (Tick one)	☐	☐	☐	☐	☐	☒

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document:

Part B

Part A and Part B need to be completed fully for job evaluation assessment

Further knowledge, skills and competencies required for job evaluation assessment (can also be assessed during interview):

Financial resources

Level:

Indicative value:

Physical resources

Description	Value
Land and buildings – Number/area	£
Plant/Vehicles/Equipment – Number	£
Information systems – Number/volume	£

Delegation

Demands within the job

Element	Demands
Physical demands:	
Mental demands:	
Emotional demands:	

Normal work location

- ☐ Normally office based
- ☐ Office based but with some site/home/meeting visits
- ☒ Role involves substantial travelling with occasional visits to identified work base

Business travel

- ☐ No business travel
- ☐ Some business travel. Postholder may be called upon to provide own vehicle
- ☒ Some business travel. Council vehicle may be provided to postholder
- ☐ Postholder employed as driver/required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:

- ☐ Minimal/Normal office environment
- ☒ Some
- ☐ Significant

Aggressive/Difficult clients:

- ☐ Minimal
- ☒ Some
- ☐ Significant

Other conditions

DBS check required:

- ☒ Enhanced
- ☐ Standard
- ☐ Basic
- ☐ Not applicable

Work flexibilities/Restrictions

Politically restricted post:

- ☐ Yes
- ☒ No

Home/Mobile phone provided:

- ☐ Yes
- ☒ No

Protective clothing provided:

- ☒ Yes
- ☐ No

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Language skills – Workplace assessment levels

(i) Listening

Level	Definition
0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

Level	Definition
0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

Level	Definition
0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing

Level	Definition
0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision

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