

## JOB DESCRIPTION



<b>JOB TITLE:</b>	<b>Tenant Involvement Officer</b>
<b>POST NUMBER:</b>	<b>HS21</b>
<b>GRADE:</b>	<b>E</b>
<b>RESPONSIBLE TO:</b>	<b>Customer Engagement Coordinator</b>
<b>RESPONSIBLE FOR:</b>	<b>N/A</b>
<b>LIAISON WITH:</b>	All employees and workers with the Council, Elected Members, Leadership Team and official Government agencies, other local authorities and employers.

### **KEY CORPORATE ACCOUNTABILITIES:**

1. To assist in the delivery of tenant involvement and engagement in line with the provisions of the regulatory framework for social housing and the Council's Tenant Involvement Strategy and Policy.
2. To assist the Operations Managers for Building and Housing Services in the delivery of the Council's Corporate Plan and the Service Business Plan.
3. To contribute to policy formulation and the development of new initiatives.

### **KEY SERVICE ACCOUNTABILITIES:**

1. To provide a high level of service delivery taking account of the Council's policies and procedures.
2. To contribute to the Council's achievement of its housing targets and objectives across all service standards including performance indicators.
3. To promote a culture of customer focus and to ensure that the services delivered are responsive to local needs. This will involve working closely with the Neighbourhood teams and encouraging involvement and feedback as an integral part of the service.
4. To enable residents to have a wide range of appropriate opportunities to influence major decisions and to become involved in developing and monitoring service standards.
5. To produce good quality information for residents and assist in the production of any relevant newsletters or publications.

6. To identify and implement the development of a wide range of mechanisms for obtaining residents' views, including the under-represented and hard to reach groups. To facilitate alternative ways of involving residents in decision making.
7. To keep abreast with relevant legislation, regulations and good practice guidance; and develop positive practice and a joined up approach to resident involvement. This may involve working with staff in other organisations.
8. To actively consider new and innovative approaches to working with and involving residents in all aspects of planning, delivering and monitoring of services arising from the Council's social housing function.
9. To implement, develop and provide a comprehensive training programme for residents.
10. To help develop and co-ordinate resident involvement opportunities and activities. This may involve community development work and identifying community issues, needs and problems and developing community-based programmes and resources.
11. To prepare performance reports, presentations and briefings for other colleagues, Elected Members, residents and other stakeholders, as appropriate, and to promote awareness of resident involvement.
12. To contribute to service development in co-operation with other colleagues and the Operations Managers for Building and Housing Services.

#### **OTHER DUTIES:**

In order to deliver services effectively a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

#### **HEALTH AND SAFETY:**

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

#### **RISK MANAGEMENT:**

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Operations Manager or CMT lead officer.

#### **DATA PROTECTION:**

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

#### **SINGLE EQUALITY SCHEME:**

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

**SAFEGUARDING CHILDREN AND ADULTS AT RISK:**

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

**The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter**

## PERSON SPECIFICATION

### TENANT INVOLVEMENT OFFICER

	Essential	Desirable
<b>Qualification and Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working in a customer focused environment</li> <li>• Experience of resident involvement or a similar field (e.g. community development)</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant professional qualification</li> <li>• Ability to deal confidently with difficult situations and people</li> </ul>
<b>Knowledge and Expertise</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of service user involvement in major decisions</li> <li>• Good working knowledge of customer care principles and techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of current issues facing social housing</li> <li>• Ability to independently manage projects with different deadlines</li> <li>• Experience of working with multi-agency groups</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to form and develop effective working relationships with a wide range of people and organisations</li> <li>• Ability to use basic computer software applications</li> <li>• Excellent communication and presentational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled use of a wide range of computer applications and databases</li> <li>• Ability to collate and analyse statistics</li> <li>• Ability to deliver training to residents</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Diplomatic and confidential</li> <li>• Good interpersonal skills</li> <li>• Valid driving licence with use of vehicle</li> <li>• Able to flexible hours including evenings and weekends</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible approach</li> <li>• Responsive and supportive to colleagues</li> </ul>