

JOB DESCRIPTION

Tenant Engagement Officer

Service area:	Housing Services
Reports to:	Head of Housing
Responsible for:	N/A
Location:	Leek and Buxton
Work flexibly between ALL sites:	Yes
Grade:	AG5
Spinal Column Point:	20-24
Car driver:	Yes
Essential/casual:	Essential

JOB PURPOSE

To develop and embed our Tenant Engagement Strategy, working closely with tenants to ensure engagement is focused and meaningful leading to improvements in services based on tenant feedback

To work with all stakeholders to ensure opportunities to engage are flexible, accessible and meaningful, with particular emphasis on the tenant base.

To ensure the Councils' regulatory obligations in this area are met.

JOB DUTIES

To develop and embed our Tenant Engagement Strategy, implementing a range of methods for engagement and influence that are multi-channel, accessible and effective in reaching a wide tenant-base with varying levels of digital skills and contact preferences.

To lead on the recruitment of tenants to support the delivery of the Tenant Engagement Strategy.

To work proactively with established community groups to drive forward Tenant Engagement.

To ensure the Council complies with the Transparency, Influence and Accountability Standard set by the Regulator of Social Housing

To be a Champion for Tenant Engagement across all service areas.

Represent the Alliance at multi-agency meetings as appropriate.

Carry out other such duties which the Head of Housing Services may from time to time require to maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

- To comply with, and promote, both Councils' Equalities and Diversity Scheme ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
- To ensure confidentiality at all times in all matters relating to the work of both Councils.
- To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
- To carry out the above duties and responsibilities in accordance with any training given, written arrangements for health and safety, and any safe systems of work identified by risk assessments.
- To support the Council's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and Elected Members.
- To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Council's policies and guidelines on the General Data Protection Regulations.
- To adhere to and embrace the standards of behavior required under the Alliance Choice values and code of conduct.
- To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.
- To be deployed to carry out election duties during the working day as required.

JOB REQUIREMENTS

Transport Requirements	Driving required for travel to Alliance locations
Working Patterns	Hours of work as agreed with the line manager. Some out of hours work may be required
Working Conditions	Agile worker with travel to Alliance locations and other locations where required.

Resources Staff/Finance

Physical

Working to planned priorities

DBS

Enhanced