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| **Role profile** |
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| **Job title: Tenant and Community Engagement Officer** |
| **Reports to** Head of Operations**:** |
| **Responsible for**: No staff report to this position |
| **OVERVIEW OF THE ROLE**  Lambeth and Southwark Housing Association (LSHA) is committed to providing responsive, consistent, high quality housing services. The Association promotes and supports the security, rights and well-being of its diverse group of tenants and seeks to ensure active and meaningful tenant involvement at all levels.  As a Tenant and Community Engagement Officer, you will help us to improve our customer engagement and satisfaction. You will be responsible for working with our tenants, helping and empowering them to have a voice in how we develop and manage our housing service and properties.  You will support and facilitate staff to enable them to create opportunities to build relationships with tenants and improve their trust in LSHA.  Alongside delivering meaningful tenant involvement, your focus will be driving community investment, to identify and utilise local opportunities and support that benefit tenants. |
| **OUR VALUES**  Our values are central to how we work:  **ACCOUNTABILITY**  We are open and transparent and work collaboratively taking both personal and collective ownership for delivering actions and results.  **CREATIVITY**  We embrace innovation and new ideas to help us achieve excellence. We are ambitious for our association.  **CUSTOMER DRIVEN**  We know our residents and we listen, consult and engage with them to ensure they are at the heart of everything we do and feel empowered to lead the best lives they can.  **OWNERSHIP** We ‘do the right thing’ for our customers and colleagues. When taking difficult actions, we are balanced, thoughtful and compassionate.  **INCLUSIVE**  We celebrate and draw strength from our differences. We build mutually beneficial long-term relationships and respect with our customers, staff and other stakeholders. |
| **DUTIES AND KEY RESPONSIBILITIES**  **Tenant Involvement**   1. Deliver a range of involvement activities such as running discussion groups, facilitating meetings, online and in person. Delivering surveys and consultation and working with involved groups of tenants to review our services and policies. 2. Empower and encourage tenants so that they have the information and skills to actively participate. 3. Work proactively to **connect** with our tenants through a variety of methods, to gather their valuable feedback on our service delivery and policies and learn from their lived experiences in social housing. 4. Identify and implement new and innovative approaches to encourage the involvement of a diverse and representative range of tenants. 5. Provide advice and guidance to the tenant group and support the development of LSHA’s engagement strategies focusing on building trust and positive relationships with our tenants.   **Community Investment**   1. Develop and maintain strong relationships with Local Authorities, charities, faith and equality groups, social enterprise, and local community organisations to better understand the local landscape and opportunities for collaboration to support LSHA tenants. 2. Be the lead point of contact for local stakeholders on behalf of LSHA. 3. Identify and pursue local community investment opportunities, such as initiatives with Local Authorities and other Registered Providers to tackle issues like fuel poverty, digital and financial inclusion, food banks, youth projects and mental health support.   **Support LSHA staff to enhance tenant engagement**   1. Support housing officers and other staff members to create capacity and opportunities for enhanced tenant engagement as part of their day-to-day roles. 2. Provide training, guidance, and support to staff to help them build stronger relationships with tenants and better understand their needs.   **Monitoring & Promoting Best Practice**   1. Use data and feedback from tenants to ensure the engagement activities are relevant, effective, and targeted to what they want and need. 2. Ensure that tenant engagement strategies are in line with regulatory requirements and best practice in the housing sector. 3. Act as a champion for tenant involvement at LSHA encouraging a culture of building and maintaining positive relationships and trust with tenants   **General**   1. Work with the Housing Officers to provide additional support to tenants, acting as a liaison to ensure a balanced approach in managing tenant needs and requirements, where appropriate. 2. Complying with the association’s health and safety, equality and diversity, data protection and financial policies and procedures. 3. Undertaking other duties as necessary and as directed by a member of the management team which are commensurate with the role. |
| **PERSON SPECIFICATION**  We are looking for someone with:   * Experience of working with tenants or similar groups where you understand working within regulatory frameworks and current issues affecting social housing. * A genuine passion for working alongside tenants and the organisation to ensure their voice is heard and acted upon. * Great organisation and self-motivation skills, able to work on your own initiative and as part of a team. * Strong verbal and written communication skills, with the ability to build a good rapport with tenants, colleagues, and stakeholders. * Effectively engage and involve a diverse range of tenants by adapting communication styles to suit various needs, ensuring all voices are heard and respected. * A ‘can do’ attitude and determination to see things through to completion * The drive to proactively identify community issues and come up with solutions that benefit both tenants and LSHA. * The ability to identify and develop relationships with local stakeholders and partners such as Local Authorities, charities, faith and equality groups, social enterprise, and local community organisations. * The ability to work flexibly and outside of normal office hours such as weekend and evening tenant meetings as we like to hold events for tenants at times that suit them best. * Strong IT skills   .   * An ability to adapt to change and work flexibly * A commitment to learning and development * The ability to maintain appropriate values in all work activities * Attention to detail and good record keeping |