

LONDON BOROUGH OF HACKNEY

JOB DESCRIPTION

POST TITLE: Resident Participation Team Leader
DIRECTORATE: Climate, Homes and Economy
SERVICE: Resident Participation & Communities/ Tenancy & Leasehold Services
GRADE: PO3
LOCATION: Within the London Borough of Hackney
RESPONSIBLE TO: Resident & Community Engagement Manager
RESPONSIBLE FOR: Up to 3 Resident Participation and Inclusion Officers

PURPOSE OF THE JOB

The post-holder is responsible for engaging and communicating with Hackney housing residents, with the objective of achieving efficient, effective, and active participation for residents living in Council homes. This includes ensuring that formal resident engagement structures are accountable, representative and have clear roles and responsibilities, enabling residents to influence decision-making, scrutinise service delivery and contribute to service and performance improvement. The postholder will directly manage up to three Resident Participation and Inclusion Officers, ensuring effective links between governance and delivery.

MAIN AREAS OF RESPONSIBILITY

1. To work as part of a team within the Resident Participation (RP) Service to maintain relevant information and systems in critical areas to enable Managers to identify priorities, make decisions, determine action and review progress.
2. To provide line management and support to the Resident Participation and Inclusion Officers, cultivating an effective, empowered, motivated and high-performing workforce. To deliver on objectives, KPIs and targets for the benefit of residents.
3. To carry out regular 'Check Ins', and ensure that staff have the appropriate training, skills and knowledge to carry out their roles to a high standard. To manage any under performance of the team and to take appropriate action where necessary.
4. To advise RP Officers in supporting Tenants' & Residents' Associations (TRAs), Area Panels, Forums and other resident and community groups, to ensure that there is a consistent approach taken to development of a common Code of Conduct, as well as advising on best practice in terms of reference (TORs), TRA constitutions and other documents that offer guidance on how to work effectively with Hackney Council. Ensure that a documented investigation process is in place for any breaches that may occur.

5. To undertake investigations and reviews of any breaches that may occur within the involved resident structure, e.g reports of bullying, harassment, financial impropriety, discrimination, in line with the agreed investigation process. Liaise with, or commission relevant support as needed, e.g. mediation, HR, internal audit, etc.
6. Ensure the development of an effective Resident Scrutiny function which delivers high quality reviews and investigations, in line with good practice. Advise and support residents and staff working with the Resident Scrutiny Panel so that their roles and responsibilities are understood. Be responsible for overseeing the development of the scrutiny function, ensuring clear roles, remit, terms of reference and reporting lines, attending meetings and commissioning external support as required.
7. Be responsible for the recruitment and training / development of Resident Scrutiny Panel members as required, with a focus on skills development and widening engagement.
8. To oversee the development and delivery of clear work programmes for the Resident Participation and Inclusion officers (RPIOs), ensuring that tenant and resident associations (TRAs) and supported resident groups can develop their role and operate in accordance with the Council's governance framework, and supporting development of new formally constituted groups, forums and communities of interest.
9. In conjunction with the RPIOs, develop online information and resources to support effective governance and empower local groups to develop and grow. This may include guides to setting up new groups, applying for grants, how to use social media and organising events and activities. To encourage peer learning and promote a culture of joint learning and development across the involved resident structure.
10. To ensure the formal resident engagement structures are representative of the wider resident base and that communication and feedback mechanisms are robust enough to reach more residents who want to participate and engage with their landlord.
11. In conjunction with the Resident and Community Engagement Manager, to coordinate recruitment of involved residents, carry out skills audits and develop and deliver training, to help them fulfil a co-production role in formal resident engagement structures.
12. To support RPIOs to facilitate resident participation training and development for relevant staff to increase resident engagement capacity within Hackney (e.g. AGM Training for Housing Officers).
13. To initiate, develop and regularly update systems for monitoring and evaluating formal resident training programmes. Including sourcing VfM training courses and monitoring and reporting on learning outcomes for residents.
14. To work closely with Housing Management and other Housing Services Teams to ensure that processes are in place for engaging with residents at all levels to deliver tangible service improvements in line with scrutiny and service improvement plans.
15. To keep up to date with regulatory requirements and good practice associated with the role. With particular regard to compliance with the legislative standards on 'Tenant Involvement and empowerment'.
16. To communicate in a way that meets the needs of internal and external customers and in a way that influences effectively. Tailoring communication methods according to the preferences of residents and Hackney Communications team principles of good engagement and consultation.
17. To be politically aware and able to recognise and deal with a range of sensitive issues that impact on the function. To appreciate the need for confidentiality in developing effective relationships.

18. Together with the Resident and Community Engagement Manager, be responsible for the provision of timely, high quality information, advice and reports to meetings of the formal resident engagement structures including: RLG, Area Panels and other committees and resident-led groups.
19. As directed by the Resident and Community Engagement Manager, compile and monitor resident engagement service plans to ensure that outcomes from formal engagement are measured and reported on.
20. To have an awareness of the organisational context of engagement, communication and consultation - Ensuring consistent delivery of Hackney's priorities, including; Mayor's Manifesto commitments, the Corporate Plan, Community Strategy and Housing Strategy.
21. Make the best use of communication and engagement methods including extending the reach of digital engagement / social media, but ensuring that specific needs of those not able to access services in this way are met.
22. To be aware of best practice in the sector and apply to existing and new working practices.
23. To share examples of good practice and outcomes, including giving presentations, attending conferences and representing your service area internally and externally as required.
24. To maintain effective working relationships, based upon exemplary standards of professionalism, honesty and respect with residents, officers and outside agencies.
25. To ensure that all services deliver best value, meet high industry standards, are effectively managed, and demonstrate continuous improvement.
26. To deputise for Resident and Community Engagement Manager when necessary.
27. Required to work outside of normal office hours and to attend evening meetings.
28. Any other duties commensurate to the grade and role.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

LONDON BOROUGH OF HACKNEY

PERSON SPECIFICATION

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POST TITLE: Principal Governance & Scrutiny Officer (Resident Participation)
GRADE: PO3

Criteria	Each of the criteria below will be assessed as follows: A = Application I = Interview T = Test
Education / background	
1. College level education or equivalent through relevant training/experience	A/I
2. Desirable to have a formal housing qualification, or project management or general management qualification..	A/I
3. Evidence of continuous, challenging and relevant professional development	A/I
Knowledge and experience	
4. Excellent knowledge of housing and relevant legislation and regulations.	A/I/T
5. Knowledge of relevant legislation, regulatory standards and good practice related to resident involvement and empowerment and resident scrutiny.	A/I/T
6. Experience of working with tenants / leaseholders to plan and undertake resident-led scrutiny reviews and training (desirable)	A/I
7. Experience of developing and delivering innovative services	A/I
9. Experience of successfully managing and shaping the work of a team to produce successful outcomes.	A/I/T
10. Experience working within a housing environment (desirable)	A/I
11. Demonstrable evidence of building and maintaining effective, productive relationships with key stakeholders.	A/I
12. Experience of delivering projects, services and budgets in the context of a resident engagement service.	A/I

Skills	
<p>17. Ability to coordinate and plan own workload. Ability to manage conflicting priorities in a pressurised work environment subject to frequently changing circumstances in order to meet agreed deadlines.</p> <p>18. Ability to work independently and within teams and to take responsibility for quality and of work of a team</p> <p>19. Good communications skills (both written and oral) including: Ability to write clear and succinct reports / Ability to produce clear and concise information / Ability to facilitate group discussions to resolve difficult issues.</p> <p>20. Ability to build positive relationships with a wide range of internal and external stakeholders and understand political drivers.</p> <p>21. Ability to demonstrate a professional manner which generates credibility and confidence among residents, senior managers, Members, staff, external partners and all other stakeholders.</p> <p>21. Ability to work with others to negotiate successful outcomes.</p> <p>22. Ability to attend meetings outside normal working hours</p> <p>23. Able to demonstrate a model of professional standards aligned to Hackney Council's values and behaviours at all times</p>	<p>A/I/T</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Personal attributes	
<p>24. Passionate about delivering and driving forward an excellent service in a resident-focused environment</p> <p>25. Adaptable and 'can do'</p>	<p>A/I</p> <p>A/I</p>

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