

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

<b>DEPARTMENT:</b>	Housing
<b>DIVISION:</b>	Tenancy & resident involvement
<b>JOB TITLE:</b>	Senior resident involvement officer

## ROLE PROFILE

<b>Job Title:</b>	Senior resident involvement officer
<b>Department:</b>	Housing
<b>Division:</b>	Tenancy and resident involvement
<b>Grade:</b>	Grade 14
<b>Hours (per week):</b>	36 hours
<b>Reports to:</b>	Resident involvement manager (RIM)
<b>Responsible for:</b>	1 x Resident Involvement Officer (RIO)
<b>Role Purpose and Role Dimensions:</b>	<p>Senior resident liaison officer responsible for managing the delivery of resident engagement, liaison and consultation activities. Specific responsibility for delivering engagement with leaseholders in relation to buy back schemes for improvement, regeneration and redevelopment projects.</p> <p>To create a positive image of the council as a listening, caring and participative organisation that values the diverse views of residents.</p>
<b>Commitment to Diversity:</b>	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. To commit to continual development of personal understanding of diversity.
<b>Key External Contacts:</b>	<ul style="list-style-type: none"><li>▪ Members of the public</li><li>▪ Council tenants and leaseholders, and their representatives</li><li>▪ Freeholders living on Croydon's Council estates</li><li>▪ Local &amp; national tenant groups</li><li>▪ Partners and contractors</li><li>▪ Councillors and MP's</li><li>▪ Other local service providers; (CVA, community groups, etc.)</li><li>▪ The social housing regulator</li><li>▪ Registered Social Landlords</li><li>▪ Tpas</li><li>▪ Housemark</li></ul>
<b>Key Internal Contacts:</b>	<ul style="list-style-type: none"><li>▪ Senior project and operational managers in the housing directorate</li><li>▪ The Mayor's Office</li></ul>

- Elected members and cabinet members for housing
- Colleagues working in relevant services such as capital delivery, tenancy services responsive repairs, asset management, housing needs

### Financial Dimensions:

- Management of petty cash and resident expenses systems.
- Management of the recording & processing of payments & receipts, including invoice payments and in relation to stationery ordered for the team.

The post holder may be required to scrutinise the annual accounts of some residents' groups.

### Key Areas for Decision Making:

#### Responsible for:

- Prioritising own and the team's workload to meet key deadlines
- Working with the resident involvement manager to plan and resource the team's work programme
- Leading working groups on housing improvement projects and schemes
- Chairing or facilitating public meetings or events and making decisions that affect the conduct and effectiveness of the meeting.

### Other Considerations:

- Must be able to travel around the borough to site visits, meetings and other events.
- Must be able to regularly attend meetings and events outside core working hours (predominantly evening with occasional weekends).
- Responsible for small equipment such as mobile phone, laptops, data projector and PA systems for regular meetings and site visits.

Is a satisfactory disclosure and barring check required?

Yes

What level of check is required?

Standard DBS check

Is the post politically restricted?

No

Is the post exempt from the Rehabilitation of Offenders Act (1974)?

No

## **Key Accountabilities:**

Responsible for managing all aspects of engagement with leaseholders for improvement, refurbishment and redevelopment schemes

**Overseeing resident engagement and consultation activities in relation to housing improvement, refurbishment and regeneration projects**

**Plan and resource the team's work programme, ensuring that officers are utilised effectively across projects.**

## **Key Elements:**

- Planning and overseeing consultation with residents (including buy back schemes for leaseholders) and/or residents' groups in relation to current and future housing improvement and regeneration programmes
  - Main point of contact for queries and advice, externally and internally in relation to leaseholder buy back schemes and other projects
  - Overseeing referrals to other agencies where necessary
  - Working with leaseholder services team as required with regards to Section 20 notices
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- Ensuring that resident and resident group feedback provided during consultation and engagement informs programme delivery
  - Working with the communications officer to demonstrate how residents' views have been considered and addressed in project delivery or physical design  
Capturing information to evaluate the reach and success of engagement to improve future programme delivery and the consultation process
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- Ensuring that the work of all direct reports is managed so that all service plan targets are delivered efficiently and within required timescales
  - Setting clear, challenging yet achievable objectives for all direct reports, continually assess their performance through one to ones,
  - Providing constructive feedback and celebrating successes
  - Reviewing performance of all direct reports to identify any changes needed to improve productivity and delivery
  - Ensuring all direct reports are trained to the highest possible standards of service delivery
  - Leading on reviews of the design, development and delivery of projects in your areas of expertise
  - Leading on planning more complex / high risk programmes or activities

**Work in partnership with residents to develop and lead service improvement initiatives**

- Ensuring that performance reports are prepared on time and chasing up action plans after meetings with other housing sections and council departments, so that resident needs, complaints and inquiries are responded to promptly and in an appropriate manner.
- Feeding back to the resident involvement manager the key views of tenants and leaseholders on the delivery of housing services, and of any unmet needs requiring a service delivery or policy review.
- Work with existing resident representatives and the resident involvement team to recruit new resident representatives and establish new residents' groups.
- Produce & ensure delivery of a programme of relevant training for residents to enable them to become involved at an appropriate level
- Promotion of new and existing involvement initiatives & recruitment to such schemes
- Researching and learning good practice in your areas of expertise
- Liaise with service managers across the council and residents to ensure that the work of the team is meeting their requirements and is leading to service improvements or efficiencies.

**Ensure that digital engagement is considered when planning engagement activities and that this is also coupled with the effective use of data and customer insight.**

- Work with the data and insight officer and engagement and digital Inclusion officer to enable all sections of the community to get involved
- Ensure a wide range of data is made available to service managers and residents including residents' satisfaction/views, performance and financial benchmarking within set deadlines and in accessible formats

**Overall responsibility for servicing and supporting of resident panels and engagement activities**

- Engage resident involvement support officers to help with the servicing of engagement activities including resident panels, focus groups, engagement events
- Ensure that all support is provided to the highest standards and that all required timescales or deadlines are met
- Make recommendations for improving the effectiveness & efficiency of all engagement activities and implement changes where agreed.

**Lead on the planning and co-ordination and implementation of the team's resident survey programme**

- Liaise with service managers regarding all aspects of surveys required by them, including design, data collection and analysis of results.
- Work closely with the data and insight officer to ensure all surveys are completed within agreed timescales and meet the minimum achieved sample requirement.
- Where survey work is contracted out, overseeing the tendering process and manage the contractor.
- An understanding of equalities issues, how they relate to provision of housing services service to tenants and leaseholders and drafting Equalities Impact Assessments.

**Oversee the management of the team's financial systems & record keeping**

- Ensuring that the storage and collection of all personal data meets the requirements of the Data Protection Act.
- Managing the petty cash, resident expenses & equipment loan schemes.
- Managing office systems in relation to the team, ensuring the payment of all invoices are paid on time and in line with regulations and good governance
- Overseeing the ordering of stationery and procurement of other goods & services
- Ensuring that the team's risk assessments are reviewed annually and updated as required.

**Contributing to the production of publications, materials to promote resident involvement and encourage engagement**

- Providing information, articles and photographs for the Open House magazine, council publications, posters, flyers and newsletters and any communications material produced for specific housing or consultation projects
- Providing information for the council's website, e-newsletters and social media sites.

**Complaints**

- To work closely with the housing management teams to contribute towards the development of strategies to improve service delivery, including the application of customer care and meeting the diverse needs of estate-based communities.
- Assisting the resident involvement manager to investigate and respond to customers' complaints and members' enquiries in relation to resident participation.

**Note:**

This is a description of the duties and responsibilities of the post at the date of publication.

The duties may change over time as requirements and circumstances change. The person in post may also have to carry out other duties as may be necessary from time to time.

**Green Commitment**

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

**Data Protection**

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

**Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

**Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

**Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. This will include carrying out, monitoring and reviewing risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, reporting all accidents in a timely manner on council accident forms. In particular, ensuring that procedures, training and risk assessments are in place for lone working,

remote working and out of hours working for members of the team working directly with the public.

**Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service and the wider council.



## Person specification

### Job Title:

Senior resident involvement officer

### Essential knowledge:

- Knowledge and significant experience of managing consultation with leaseholders regarding buy-back schemes for large scale improvement and regeneration programmes
- An understanding of relevant legislation in carrying out statutory consultations under leasehold law
- An understanding of the requirements of section 20 of the Landlord and Tenant Act 1985 (as amended)
- Experience of managing enquiries from residents and responding to formal written observations within statutory timescales..
- An understanding of the local government framework
- A good understanding of the principles and good practice in relation to customer engagement, consultation, feedback and involvement
- A good understanding of how digital engagement can play an important role in resident involvement, engagement and consultation activities
- A good understanding of engagement methodology and the principles of empowering communities
- A good understanding of approaches to involving residents in service design and delivery such as scrutiny, co-production, co-regulation
- A good understanding of the principles of questionnaire design and survey methodology
- Broad knowledge of the social, economic and policy issues affecting deprived communities and people living on council estates, and the roles and responsibilities of public sector agencies and council departments in relation to areas of concern (police, education, public health etc)

### **Essential skills and abilities:**

- Ability to work with a wide range of customers and residents, to build their capacity to organise themselves and articulate their views, in order to achieve extensive, representative and meaningful engagement
- Demonstrates a commitment to equalities, challenging discrimination, celebrating diversity and creating environments which foster mutual respect and trust.
- Excellent oral and written communication skills
- Must be well organised, self-motivated and able to demonstrate a good level of verbal and written communication skills allowing complex information to be shared with a diverse audience.
- Demonstrates the capacity to plan and manage competing and conflicting demands to achieve tasks on time, within allocated resources and agreed priorities.
- Excellent interpersonal skills demonstrably able to build and maintain ongoing working relationships with a range of people across different organisations.
- Demonstrates the ability to work effectively with others, co-operatively with colleagues, sensitive to peoples' needs and helps the group to achieve its goals.
- Demonstrates the capacity to maintain effective functioning when working under pressure faced with difficult and personally demanding situations and people.
- Able to understand and use performance measures and information about customer satisfaction to inform service improvement plans
- Able to develop relevant ICT skills including use of Microsoft office, housing databases and social media.

### **Essential experience:**

- Experience of delivering formal statutory and informal consultation and buy back schemes with leaseholders
- Demonstrable experience of involving residents in meaningful decision-making
- Experience of working with a diverse range of customers and residents to achieve meaningful engagement
- Experience of delivering public communications and engagement initiatives and events
- Experience of managing difficult meetings
- Experience of producing high quality communications materials
- Experience of managing a team of skilled officers
- Experience of presenting statistics and other complex information such as customer and performance data to a range of audiences
- Experience of delivering project workstreams

### **Special conditions:**

- Required to work outside of core hours, including evenings weekends, as needed
- Expected to occasionally attend meetings and conferences outside of the borough, as appropriate

- Proactive approach to networking and involvement in learning/networking events both within the council and outside of the organisation
- A requirement to work as a lone worker in some instances