

# Job Description



South  
Cambridgeshire  
District Council

Service	Location
Affordable Homes	Cambourne

Job Title	Post Number
Tenant Engagement Officer	

Scp RANGE	Salary Range
20-25	£24,427 - £29,185

Responsible To	Responsible For
Resident Involvement Team Leader	N/A

Health Considerations/Risk/Surveillance Required
e.g.VDU Habitual User/ Lone Working

## Description Of Duties And Responsibilities:

To support the work of the resident involvement team, to deliver the Resident Involvement strategy, meeting, groups and events. To be first point of contact for involved tenants working with SCDC.

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## Key Result Areas/Overview

1. Work with the team to deliver the Resident Involvement Strategy.
2. Recruit and engage tenants and leaseholders to participate in Resident Involvement opportunities.

## Dimensions of Job

- Under direction from the Resident Involvement Team Leader support and provide secretariat services for tenant engagement board, area meetings and groups.
- Identify ways of promoting and improving tenant and leaseholder involvement, specifically around options for the use of social media to support tenant engagement.
- To be aware of relevant legislation and best practice pertaining to resident involvement.
- To ensure that equality and diversity issues in relation to tenant/resident consultation and involvement are recognised and that opportunities are afforded to all sections of the community to participate in the running of housing services

## Key Contacts/Communication Links

### Internal

Housing Services team

Elected Members

Sustainable communities' team

Health and Environmental team

Other key relevant staff within the organisation e.g. Communications, Democratic Services, Finance, Legal, Customer Services, HR, ICT

### External

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Tenants, leaseholders, and the general public  
Parish Councils  
Resident associations  
Local groups  
Repairs Contractor  
Landscape Contractor

## Key Responsibilities/Specific Duties

- Work in partnership with residents, staff, and Members to assist in implementing Resident Involvement.
- Work under the direction of the Resident Involvement Team Leader in supporting projects relating to implementation of new framework
- Provide financial support by maintaining budget sheets, raise purchase orders and manage tenant grants programme.
- Provide administrative support for the resident involvement team, tenant engagement board, area meetings and groups/committees.
- Assist in the organisation of resident involvement meetings, take minutes and ensure appropriate follow up action where requested.
- Attend Tenant Participation Group (TPG) and other Tenant/Resident Association meetings, local stakeholder meetings e.g. Parish Councils and other meetings as needed. Note: attendance at evening meetings may be required.
- Co-ordinate the use of any resources and venues as required and on the instruction of the Resident Involvement Team.

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- Assist in the organisation and attend resident involvement events, including producing display material and brochures as required.
- Promote growth of and enhance the representativeness of resident groups and forums through the promotion of Equal Opportunities and the provisions of the Equalities Act 2011 and best practice in all aspects of resident involvement.

## **Assist with:**

- Tenant communications including social media, newsletters, and support material.
- Website development specifically aimed at engaging with tenants
- Tenant engagement projects or campaigns
- The promotion of resident involvement and participation in all areas of the Council's housing service.

## **General**

- To circulate general correspondence, type, and mail merge letters/emails, use of spread sheets and analysis of survey reports.
- Act as an effective member of the Housing Services Team.
- May be required to contend with challenging situations or people
- To represent SCDC at all public or private events as required
- Work jointly with elected members and resident groups
- Be customer focussed and work to the customer service requirements
- Deal with work related pressures from conflicting demands and the requirement to switch between tasks
- Ensure equal opportunities in all aspects of service delivery, being mindful of the requirements of the Equalities Act 2011.
- Any other duties commensurate with the post at the request of the Resident Involvement Team Leader.

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## General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: May 2020