

Job Description

Resident Engagement Manager



Directorate:	Operations
Team:	Communities
Role Type:	Flexible
Reports to:	Assistant Director of Operations
Direct Reports:	N/A
Overall Job purpose:	
<p>To have lead responsibility for CKH's resident engagement activity, working collaboratively across the organisation to create innovative opportunities for residents' views to influence, shape and continually improve our services.</p> <p>To deliver and manage an inclusive range of resident engagement activities, supporting residents with diverse needs to enable access to opportunities provided.</p>	
Core responsibilities:	
<ul style="list-style-type: none"> • Have lead responsibility for resident engagement activity in the organisation, working collaboratively with internal stakeholders to ensure that resident's views are taken into account about how services are delivered. • Work in collaboration with internal stakeholders to create innovative opportunities for residents with a wide range of needs to access engagement opportunities available to them. • Work in collaboration with internal stakeholders to effectively improve their services as a direct outcome of resident engagement activity. • Accountable for ensuring that regulatory requirements are fully met, including the Transparency Influence and Accountability Standard. • Support residents as an integral part of the organisation's governance structure, working with CKH's senior leadership and governance teams. • Lead on developing resident led scrutiny activity of services, strategies and procedures. • To effectively manage and deliver resident engagement inclusively and diversely in line with CKH vision, values and objectives, driving up levels of resident engagement through effective recruitment especially of the 'silent majority' of residents in accordance with the strategic direction of the organisation. 	

- To maintain and secure ongoing compliance with the TPAS accreditation framework.
- Responsible for building the capacity of residents to be effective influencers and change agents across all customer-facing services, linking into training opportunities to support their development.
- Responsible for ensuring that CKH reporting, and delivery of resident engagement is compliant with health and safety, safeguarding and audit expectations of the business.
- Responsible for ensuring effective communications that suits the needs of CKH diverse residents in co-operation with the CKH Communications Team.
- Use resident satisfaction information regarding the organisation's approach to resident engagement to make recommendations for improvements, plan and implement any new approaches collaboratively with residents and internal stakeholders.

Key Relationships

- Service Managers and Directors of all resident-facing services and governance teams.
- CKH residents
- CKH Partners and stakeholders

Dimensions:

- To manage an operational budget of circa £20,000 annually.

Additional information:

DBS Required – ENHANCED

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Person specification

Requirements	Essential Criteria	Desirable Criteria
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Action

Commitment

Excellence

Integrity

Teamwork

<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> • Experience of managing Resident engagement in a social housing environment. • Excellent knowledge of Social Housing Regulatory requirements. • Strong communications skills written and verbal across a range of settings. • Experience of effective relationship building. • Experience of working with a diverse of people, meeting their needs to improve access to services. • Experience of effectively facilitating activities with large groups pf people and adapting different approaches for different audiences. 	<ul style="list-style-type: none"> • Experience of on-line training development.
<p>Skills and abilities</p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> • Clear and persuasive communicator across a diverse range of people. • Management and delivery of own work, working at pace in a changing environment. • Strong verbal and written communication skills. • Ability to effectively manage budgets. • Competent presentation skills, development and delivery to a wide range of audience types. • Ability to write report writing skills. 	

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	<ul style="list-style-type: none"> • Good IT skills and experienced User of Microsoft packages including Outlook, Excel, Word and PowerPoint. • Understands and is able to effectively respond to organisational politics. 	
Personal behaviours and style We look for people who are committed to and demonstrate our core values of: <ul style="list-style-type: none"> • Action: Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i> • Commitment: Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i> • Excellence: Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i> • Integrity: Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required</i>	<ul style="list-style-type: none"> • GCSE Mathematics or equivalent. • GCSE English Language or equivalent. 	<ul style="list-style-type: none"> • Level 2 Training Qualifications or equivalent.
Additional requirements <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	<ul style="list-style-type: none"> • Flexibility in working location as post-holder will be expected to work in a busy office environment, community-based locations or, at home depending on needs of the role. • Must hold a full current driving licence. 	

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	<ul style="list-style-type: none"> Able to be flexible in delivery of the role in respect of working hours and locations. 	
Version control:		
JD & Person Spec prepared by:		Date:
JD authorised by (Director):		Date:
JD authorised by (HR):		Date:
Date evaluated (Paydata):		Date:

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