North London Muslim Housing Association

Job Description & Person Specification

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| Post: | Resident Empowerment and Engagement Officer |
| Department: | Housing Management |
| Responsible to: | Housing Manager |
| Number of staff reporting: | None |

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| Overall Responsibilities of Post: |

1. To provide an efficient customer focused housing service in the area.
2. To increase NLMHA's profile, amongst NLMHA's tenants, partner local authorities and the local community.
3. To oversee and implement NLMHA's Resident Involvement & Participation policy, and to participate in reviews and evaluations of these policies.
4. To ensure that the Association's policies, procedures and standards are adhered to and developed appropriately.

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| **Key Achievement Areas:** |

# Operational Matters

1. **Tenant Development and Participation**
   1. To develop and implement resident participation and consultation activities, in liaison with NLMHA staff, community groups and other Housing Association and Local Authority staff where necessary and 'best value' reviews of these activities.
   2. To identify external service providers on ‘resident engagement & involvement' and to manage and monitor contracts.
   3. To manage Budget on 'resident engagement & involvement' programme.
   4. To co-ordinate and to provide advice and assistance to scrutiny panel, tenants' associations, tenant's groups, focus groups and where appropriate, community groups.
   5. To develop and implement 'tenancy audit' and regular 'satisfaction surveys' (STATUS), recommend service improvements and changes in policy and procedures.
   6. To design and implement effective consultation and participation practices and research strategies on the views and needs of NLMHA's tenants and where appropriate, the surrounding community.
   7. To produce information material and 'Tenants Newsletter' on tenants’ consultation, service delivery, capacity building issues such as fundraising, training, campaign work etc.
   8. To attend Tenant Forum meetings, focus groups and other relevant working groups, and provide them with information and advice on participation and consultation matters generally, as appropriate or necessary.
   9. To co-ordinate the development of Tenants Associations and Groups throughout NLMHA.
   10. To develop and implement training programmes for tenants to assist them in participating in the 'review and development' of NLMHA's services.
   11. To ensure that any information produced for tenants on participation is consistent with NLMHA's corporate style, is culturally sensitive, and produced in different languages as and when appropriate.
   12. Work with existing services to suggest residents to programmes within communities.
   13. Networking and partnership work on new initiatives.
   14. Youth, health awareness and employment programmes
   15. Work with housing team to find out training / workshops in line with the housing sector
   16. Carry out outreach work to identify needs
   17. Co-ordinate and mange Events
2. **Managing Resources**
   1. Making best use of information technology systems within the requirements of this post.
   2. Seeking efficiencies in working practices, which reduce cost and/or improve services.
   3. Managing Budget on 'tenant engagement & involvement' programme.
3. **Organisation Communication and Planning**
   1. Taking personal responsibility for assessing situations, making decisions and concluding enquires.
   2. Demonstrating a positive and helpful approach in all situations.
   3. Being aware of and meeting all services and performance standards.
   4. Organising personal workload to maximise effectiveness in this post.
   5. Maintaining and developing effective working relationships with tenants, partners, other team members and colleagues.
   6. Identifying and making use of opportunities for personal development as appropriate to this post in conjunction with the Operations Director.
   7. Making an effective contribution to the achievement of Association's objectives.
   8. Carry out duties as may be appropriate to the post as directed by the Operations Director.
   9. Ensure the confidentiality of all personal data as specified in the data protection act.
   10. Observe the Association's equal opportunity policy.

To undertake other duties considered reasonable within the scope and purpose of the post as directed by the Housing Manager.

(No job description can cover every issue, which may arise within the post. In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by their line manager. However, such duties would be broadly consistent with those listed in this document and reasonable in relation to the job holder’s skills, abilities and status. Training will be providing as is necessary).

PERSON SPECIFICATION

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| **Job Title** | **Resident Empowerment and Engagement Officer** |
| **Department** | **Housing Management** |
| **Reporting to:** | **Housing Manager** |
| **Responsible for** | **None** |

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| **Key Qualifications, Skills and Experience** | Essential | Desirable |
| **Education** |  |  |
| Educated to degree or equivalent level |  | D |
| A level or equivalent | E |  |
| **Experience** |  |  |
| At least two years Housing Management experience in social housing. | E |  |
| At least one years’ experience in a similar role | E |  |
| Experience in working with vulnerable and *I* or disadvantaged groups. | E |  |
| Experience of controlling budgets and taking appropriate action. | E |  |
| Experience of managing contracts with external Organisations and monitoring performance of contractors. | E |  |
| Experience of using SDM system. |  | D |
| **Skills and Abilities** |  |  |
| Ability to deal with conflicting priorities under pressure using your own initiative. | E |  |
| Ability to write clear letters, reports and make recommendations. | E |  |
| Ability to employ IT in support of the position, experience of using standard MS software. | E |  |
| A mature, sensitive and practical approach to the position. | E |  |
| A flexible approach to work tasks and commitment to work proactively in support of the team. | E |  |
| Ability to work as part of a team and on their own initiative in order to achieve objectives-able to support others. | E |  |
| **Knowledge** |  |  |
| Ability to monitor and control budgets and to take appropriate action. Numerate in order to design tenant involvement projects. | E |  |
| A good understanding of and commitment to equality of opportunity in the provision of housing and service delivery. | E |  |
| **Other Requirements** |  |  |
| Ability to work outside of normal office hours as and when required. | E |  |
| Full, clean driving license. | E |  |

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