

Job Description

Job Title:	Tenant Involvement Officer
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£33,442
Responsible to:	Service Lead, Tenant Voice
Responsible for:	N/A

PURPOSE OF THE POST

To assist the Tenant Involvement Team Leader in the delivery and promotion of tenant involvement in line with the Torus Tenant Voice Strategy.

To support the Tenant Involvement Team Leader in ensuring Torus's approach to tenant involvement and engagement fulfils regulatory requirements, is outcome focussed and designed to help continuously improve service delivery, provide value for money and transparency by working with tenants, staff and other stakeholders including the development and empowerment of tenants to represent themselves more effectively with Torus through a range of formal and informal participation opportunities.

KEY RESPONSIBILITIES

Operational Responsibilities

1. To ensure that tenant involvement activities support the objectives of Torus and regulatory requirements and help to develop and deliver a strong tenant movement that is involved in decision-making about their homes, neighbourhoods, and future service provision.
2. To identify, develop and promote tenant involvement activities and the range of options for tenants to get involved; and to increase involvement and access for "harder to reach" tenants so they are able to access and shape services.
3. To work with the Torus Foundation to support engagement and recruitment of tenants involved in formal and informal structures.
4. To be innovative in the promotion and setting up of emerging tenant groups, contributing to the development of engagement opportunities for new housing developments and providing support, practical assistance and information as necessary.

Job Description

5. To assist the Service Lead in the delivery of the Tenant Voice Strategy, action plan and the monitoring and review of Local Offers meeting targets and deadlines.
6. To assist the Service Lead in the development of Tenant Voice Initiative such as scrutiny panel, mystery shopping, tenant and resident associations and digital engagement including virtual forums.
7. To work with managers to organise, support and service a range of meetings including consultation, scrutiny, service improvement groups and Community Investment Fund Panels.
8. To work with Business analysts to produce evaluations and provide statistical information on the impact of Tenant Voice projects and activities, assessing the impact, outcomes, value for money and sharing the learning.
9. To work collaboratively with colleagues across the business to support tenant involvement and consultation in all areas of business in particularly Communications ensuring production of high-quality publicity and written materials.
10. To support the Service Lead Tenant Voice in ensuring accurate record keeping in all areas of tenant involvement. Updating of the involvement database and central recording of consultations, surveys, promotions, meetings, minutes, training, formal and informal contact with tenants.
11. To ensure good practice for tenant involvement in all services, including engagement, training and capacity building and support to members of the Landlord Operations Committee.
12. To represent the team at meetings, ensuring Torus has effective liaison opportunities with internal and external agencies, including evening meetings and occasional weekend work.
13. To support the Service lead Tenant Voice to plan, organise and assist in the delivery of tenant involvement, celebration, awards and community events.
14. To demonstrate and promote high standards of customer care in the context of Torus' core values and to participate in training activities necessary to the post.

Stakeholder/Relationship Management

15. Participate in multi-agency meetings, working groups and other meetings to deliver required outcomes, building trust and respect with external agencies and promoting the brand reputation of Torus.

Job Description

- 16. To attend Tenants' and Residents' Association meetings and other public meetings providing information, advice and support on tenant involvement opportunities.
- 17. To work collaboratively with team members and other service areas to remove duplication and maximise efficiency to achieve business objectives.

Compliance and Risk

- 18. To have knowledge and understanding of the company's business policies and work to them at all times. Have an awareness of, and comply with, General Data Protection Regulations.
- 19. To have knowledge and understanding of regulatory standards and the outcomes and specific expectations required of Providers by the Regulator of Social Housing.
- 20. To promote safety and protection of vulnerable adults by ensuring that all safeguarding issues and concerns are reported promptly in accordance with the Local Authorities and Torus Safeguarding Policies.

Value for Money

- 21. To work with the Service Lead for Tenant Voice, to provide cost effective, efficient quality services, ensuring influence and scrutiny activities are outcome focussed and designed to help improve service delivery and provide value for money.

Health and Safety

- 22. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

- 23. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Safeguarding

- 24. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Person Specification

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Employer: Torus

Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
1. Appropriate professional qualification 3 GCSE's grade c or above, or equivalent Professional qualification or equivalent Commitment to continuous personal and professional development CIH level 3 or willingness to work towards	E D E E	AF/C AF/C AF/C AF/C
2. Experience and Track Record Housing related experience or experience of dealing with the public in a service with a strong customer focus. Experience of consulting with customers and service users and knowledge of challenges. Demonstrable ability to organise and prioritise workload whilst managing competing pressures. Demonstrable experience contributing to achieving objectives, meeting performance targets and contributing to successful performance culture. A clear knowledge and understanding of regulatory standards and principles of tenant involvement. Knowledge of Microsoft Word, Excel and Outlook systems	E E E E E E	AF/I AF/I AF/I AF/I AF/I AF/I
3. Managing Change Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.	E	AF/I

Person Specification

Anticipates reactions to change and new interventions and suggests appropriate responses.	D	AF/I
Able to anticipate and respond to changing customer needs through consultation and by acquiring feedback.	E	AF/I
Able to contribute to developing new concepts and approaches within own service area.	D	AF/I
4. Leadership and Vision		
Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.	E	AF/I
5. Interpersonal Persuasion and Influencing		
Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.	E	AF/I
Passionate, committed and self-motivated to inspire others to change.	E	AF/I
Excellent interpersonal skills, ability to get on well with people and gain trust and confidence of internal and external stakeholders and partners.	E	AF/I
Ability to consult with colleagues, encourage team co-operation and makes positive contributions to team activities.	E	AF/I
Evidence of skills, tact, diplomacy, negotiation, influence, assertiveness, and political sensitivity.	E	AF/I



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6. Communication Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect. Competent user of the digital/social media channels and their role in communication and driving business success. Competent user of the digital/social media channels and their role in communication and driving business success.	E E E	AF/I AF/I AF/I
7. Financial & Risk Management Demonstrable governance and financial compliance management experience to ensure robust and compliant operations. Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement. Ability to apply knowledge to practical decision making within own area of work in order to contribute to cost efficiencies.	E E E	AF/I AF/I AF/I

Key:

AF = Application form

C = Certificate

I = Interview

T = Test

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every kind
of talent

Person Specification



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