

Working for you

Job Description

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| 1. Job Title | Tenant Involvement Officer |
| Department | Community |
| Service | Housing |
| Team | Neighbourhood Services |
| Date Prepared/Revised By | 13 July 2022 |
| Post Accountable to | Neighbourhood Team Leader |
| Post directly responsible for employees (number of workers) | Direct Supervision: 0 Indirect Supervision: 0 |
| 2. Main Purpose <i>(No more than one paragraph (a couple of sentences at most))</i> | |
| Responsible for the development, promotion, implementation and monitoring of all forms of council tenant involvement and participation throughout the Harrogate District. | |
| 3. Key Contacts | |
| Internal: Senior Officers within HBC, tenants and leaseholders (generally, and on engagement panels). | |
| External: Elected members and Senior representatives of private sector and voluntary agencies. Officers from other registered providers. Occasional contact with the media to promote tenant participation initiatives. | |
| 4. Main Accountabilities <i>(No more than 4 or 5)</i> | |
| <p>1. Develops effective policies, procedures, mechanisms and structures for engaging with and involving Council tenants and leaseholders in housing and related matters.</p> <p>2. Promotes and facilitates Council tenant, leaseholders and community involvement in housing related matters.</p> <p>3. Monitors the effectiveness of arrangements for involving tenants and recommends changes as appropriate.</p> <p>4. Implements the Council's policies for tenant involvement, equality and diversity policies, and provides support for tenants and residents.</p> <p>5. Undertakes satisfaction surveys and assists other staff in undertaking satisfaction surveys, co-ordinates the production of information for tenants including newsletters, the annual report and information relating to large scale consultations.</p> | |
| 5. Standard Accountability Statements | |
| Health and Safety You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post. | |
| Equality and Diversity: The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services. | |
| Learning and Personal Development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager | |
| Data Security: Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the authority. | |
| Safeguarding Policy and Procedures The post holder will adhere to all the Council's Safeguarding Policy and Procedures | |

6. Job activities (For each accountability there should be no more than 4 or 5 activities.)

Main duties and responsibilities relating to accountabilities identified above.

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| 1.0 | <u>Developing effective policies, procedures, mechanisms and structures for engaging with and involving Council tenants.</u> |
| 1.1 | Researches and appraises options for tenant and community involvement, taking into account legislation, regulations and guidance, good practice and the council's policies. Makes recommendations for changes in Council policy or procedures. |
| 1.2 | Attends inter-agency partnership groups, regional forums and various training events, to represent the Council in matters relating to tenant involvement. Receives and exchanges information and knowledge regarding new initiatives, developments, techniques and methods, and appraises their significance and appropriateness for the Council's policies and procedures for involving tenants. Makes recommendations for changes in policy and/or procedures accordingly. |
| 1.3 | Implementing the Council's policies for tenant involvement and providing support for tenants and residents at all levels. |
| 2.0 | <u>Promotes and facilitates council tenant, leaseholders and community involvement in housing related matters.</u> |
| 2.1 | Provides assistance and advice to tenants and residents regarding all forms of tenant and community involvement and participation. |
| 2.2 | Services all the tenants and leaseholder groups including ensuring the timely compiling and distribution of agendas, collation of reports and taking and distribution of minutes of meetings. |
| 2.3 | Ensures all necessary arrangements are made for Tenant Representatives to attend group meetings and other consultation or training events, including ensuring transport is arranged where required. Deals with claims for travelling and other expenses from Tenant Representatives. |
| 2.4 | Will initiate and facilitate meetings of tenants and residents to encourage tenant involvement and in response to tenants shared concerns, including focus and discussion groups. |
| 2.5 | Undertakes face-to-face consultation and initiates written questionnaires to promote tenant and community involvement on such issues as community safety, major works, environmental improvements, and estate facilities |
| 3.0 | <u>Monitors the effectiveness of arrangements for involving tenants and recommends changes as appropriate.</u> |
| 3.1 | Develops and implements effective mechanisms for monitoring tenant satisfaction with arrangements for tenant involvement, including the use of surveys, focus groups etc. Makes recommendations for changes in policies and procedures based on the results. |
| 3.2 | Regularly reviews the effectiveness of tenant involvement from a landlord perspective and makes recommendations for changes. |
| 3.3 | Carries out annual reviews of existing policies and mechanisms for involving and consulting tenants, and makes recommendations for changes to policy or procedures in line with tenant's aspirations and good practice. |
| 4.0 | <u>Implements the Council's policies for tenant involvement, equality and diversity policies, and provides support for tenants and residents.</u> |
| 4.1 | Liaises with and advises others regarding tenant involvement in order to ensure compliance with legislation, regulation and the Council's policies. |
| 4.2 | Assesses tenant training needs and implements an Annual Tenant Training Programme, including direct delivery of training and engaging appropriate external trainers. |
| 4.3 | Participates in working groups of Council Members, Tenant Representatives and Officers regarding policy reviews and development and service monitoring. Carries out training for staff to enable them to effectively implement the Council's policies and procedures. |
| 4.4 | Promotes local media coverage of tenant involvement issues. |
| 4.5 | Promotes the use of social media as a way of involving younger tenants and making tenant involvement in the district as inclusive as possible. |

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| 5.0 | Undertakes satisfaction surveys and assists other staff in undertaking tenant satisfaction surveys, co-ordinates the production of information for tenants including newsletters, the annual report and information relating to large scale consultations. |
| 5.1 | Undertakes satisfaction surveys as required on any area of the housing service. |
| 5.2 | Co-ordinates the production of information for tenants, including Tenant's Handbook, Tenancy Agreement, newsletters and other similar publicity material. |
| 5.3 | Coordinates compiling and production of Annual Housing Report. |
| 5.4 | Designs and produces promotional newsletters, leaflets and survey questionnaires for tenants and residents |
| 5.5 | Organises appropriate competitions (e.g. garden competition) to encourage tenants and leaseholders to take pride in their communities. |
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