

Working for you

**Person Specification**

<b>Job Title</b>	Tenant Involvement Officer	<b>Req No</b>	
<b>Prepared by</b>	Noel Duke	<b>Date</b>	01-Jul-22
<b>Essential Criteria – Vital requirements for the post holder</b>			
<b><u>Relevant Experience:</u></b>			
Work in a housing related field or experience working with residents/community groups. Experience of facilitating meetings.			
<b><u>Qualifications/Training</u></b>			
At least NVQ Level 2 or equivalent. GCSEs in English and Maths (A-C)			
<b><u>Special Knowledge:</u></b>			
Knowledge of tenant involvement regulations and good practice. Demonstrable knowledge of current social housing issues.			
<b><u>Disposition/attitude:</u></b>			
Extrovert Pragmatic Emotionally resilient Adaptable/Flexible Assertive			
<b><u>Practical/intellectual:</u></b>			
Basic IT Skills, Including Microsoft Office Suite Listening, facilitating and conciliation skills Ability to self organise to meet deadlines Presentation skills			
<b><u>Physical Requirements:</u></b>			
Ability to drive			
<b><u>Additional Requirements:</u></b>			
Ability and willingness to work out of office hours as required Current driving licence and access to a car for business use.			
<b>Desirable Criteria – Additional requirements relevant to the post</b>			
Experience of working with social housing tenants Housing or community related qualification Experience of producing newsletters and publicity material.			