

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO8-1290	Grade H
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines Good Literacy and numeracy skills Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide an effective and professional service to customers / visitors to enable them to access and utilise services, resources, facilities and / or information safely and securely. Provide advice to customers / visitors concerning the service(s) available. Keep up to date with developments in area of responsibility. Receive, discuss and resolve customer queries and complaints. If necessary, refer complex or serious issues. Support and develop volunteers as required Contribute to the delivery of projects as part of a project team. Support improvements in own area through recommending improvements in procedures / process Create documents and other materials to support / promote the service area Monitor and report on service standards / budgets as required, within own service area. Assist with the preparation and submission of bids for short and long term funding / income.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area.

	<p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Be first point of contact on a range of queries from customers, visitors, volunteers. Will be dealing with challenging situations where influence could be required.</p> <p>Regular contacts will include: colleagues, managers, partners, customers, volunteers, members of the public, and stakeholders.</p> <p>Co-operate with and support colleagues, supervisors and where relevant volunteers</p>
Decisions – Discretion & Consequences	<p>Work is carried out as directed and following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Undertake inspection and /or maintenance of site / facility /tools / equipment as required</p> <p>Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate</p> <p>Take appropriate action to ensure the security of information / items and / or the facility.</p> <p>Review own work to check for accuracy and completeness</p> <p>Support promotional events and activities as required.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Resident Engagement Officer	
Role profile family:	Community Engagement	
Role profile number and grade:	CE08-1290	Grade H
Number of posts:		
Service/Team:	Housing Operations & People	
Reports to:	Systems Support, Performance & Engagement Manager	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

This team is part of a wider Housing directorate under the Head of Housing Operations and People. The post holder will be part of a team of 11 staff across a diverse range of responsibilities including IT system support, performance management and resident engagement, with responsibility for delivering and developing mechanisms for financial control, business planning, income management and performance management for Housing.

The team is responsible for managing the business plan, interpreting, analysing and reviewing statistical, numerical and performance data across Housing, working with other teams to improve performance and customer service, having full management responsibility for the Housing IT system, to include the updating and development of all new applications and systems and accurately managing and taking full responsibility for asset data control and all information on our assets.

The team has the lead responsibility for our statutory obligations to engage and consult with our tenants and ensuring we comply with the resident and engagement HCA regulatory standards, by engaging with and supporting tenants to become involved in tenant groups to influence the service and their neighbourhood. To lead service improvement and change and meet regulatory and good practice requirements. Support Wiltshire Council's Housing Board and Housing Assurance Panel and any residents involved in the governance structure.

Job Purpose

To promote and enable effective resident and leaseholder participation, ensuring good resident representation and accountability. To work alongside the senior resident engagement officer to take forward the actions and priorities within the Resident Engagement Strategy and housing service plan. To encourage and promote the involvement of residents in the decision making process of the Local Authority.

The post holder is required to organise and prioritise their own workload, and make their own recommendations ensuring that any complex or contentious issues are discussed with the senior resident engagement officer in the first instance. The nature of the role will require the post holder to adopt a flexible attitude to working hours as evening and weekend work will be necessary.

Specific duties and responsibilities include:

- The Resident Engagement Officer will be recruiting, inducting, training and monitoring the work of tenant volunteers. These volunteers will be engaged in a range of functions including forming an editorial panel for the tenants' newsletter, acting as reporters on the publication, tenant housing board member or HAP – tenant scrutiny
- The post is an important one in implementing the agreed resident engagement strategy. As such the postholder will be using their experience and expertise to innovate ways of involving tenants that have not been tried before by this Council, and creativity and innovation will be essential. The involvement of tenant volunteers in particular is pushing the boundaries of existing policies and has significant service implications, particularly around their involvement in producing the tenant magazine.
- To be responsible for and take the lead role for your designated area in promoting and supporting mechanisms for residents to participate in decision making affecting their homes and communities. This will involve traditional as well as new and innovative structures for participation, working with existing residents groups and LHPs and encouraging the formation of new ones. To help establish an Involvement Register. To support and enable tenants to take part in forums such as Area Boards/Partnerships, Wiltshire Housing Partnerships and any corporate arrangements such as the Tenants' Panel or Housing Board. This will require you to be able to recognise through tenant contact who would benefit from some gentle encouragement and persuasion in getting involved with decision making to ensure we comply with the resident engagement statutory framework
- To work directly with the tenants, leaseholder and sheltered housing forum panels to enable the smooth running of these groups, through effective chairing and taking control of tenant meetings and help to influence discussions whilst trying to seek to maximise their independence and sustainability. Enabling residents to influence decisions relating to housing policy and service delivery.
- To hold and manage relevant budgets – currently £5k an officer in relation to resident involvement as directed by the System support, performance & engagement manager To verify and recommend authorisation of routine claims for payment of expenses and subsistence by individuals and groups in connection with resident involvement.
- As well as organising and setting up regular resident group meetings and LHPs you will be required to prepare agenda's with clear topics for discussion for all residents groups in your area and take and distribute minutes of those meetings, ensuring that all actions are taken forward and reported back to the group.

- To take part in area board and partnership events, which often take place in the evening, to be the housing link between the area board and the housing service, ensuring that tenant views are discussed or issues raised put forward for consideration by the board
- To assist with the production and editing of the Housing Department's quarterly housing magazine 'Housing Matters' and oversee the production and distribution of the magazine to all tenants and leaseholders. To assist in writing the magazine content ensuring that it is relevant to the reader base and that the content is accurate, timely, well written and well presented.
- To maximise tenant participation in your designated area, you will be required to review the areas/estates with little or no tenant involvement and then look to set up and facilitate the establishment of newly forming tenant and leaseholder groups including the provision of guidance and practical support to ensure formal recognition by the Local Authority.
- To ensure all work is carried out in line with the tenants regulatory framework and highlight any areas of risk or concern if this standard is not being met
- To develop a yearly training programme for residents and tenants within your designated area to help expand knowledge and understanding to enable more robust and effective engagement and organise and facilitate training within agreed budgets. Training plans should be discussed with the senior to see if they can enhance options and opportunities in other areas and link plans to try and create any efficiencies
- To identify courses and conferences that would be of direct relevance to the work of resident representatives in your area and organise travel/attendance and accommodation as appropriate.
- To undertake consultation with residents and stakeholders in connection with the Local Authorities policy and strategy reviews and to undertake tenant satisfaction surveys, establish whether services are meeting tenant's needs and expectations. Developing new and relevant ways of undertaking such surveys. To collect and analyse data from consultation exercises, producing reports and recommending action and review procedures.
- To assist in writing the Housing Departments Annual Report, ensuring that all statistics are accurate and oversee the production and distribution of the Annual Report to all tenants and leaseholders ensuring the content is accurate, timely, well written and well presented.
- To write the Housing Departments annual tenant's status/satisfaction survey ensuring the content is accurate, timely, well written and well presented.

Specific requirements for this post:

- Evening and late night meetings are a requirement for this post
- This post may deal with tenants who become abusive/aggressive, including times when acting as a lone worker

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- HNC/NVQ 4 in a related field or Chartered Institute of Housing (CIOH) or ability to demonstrate equivalent experience / skills
- Proven experience of working with people, specifically of tenant participation and housing with a social landlord.
- Advanced knowledge of resident engagement, community development, private housing sector, landlord and tenant legislation
- Advanced knowledge of the Regulatory standards with particular reference to the Tenant Involvement and Empowerment Standard and experience of reporting and auditing of those standards
- Advanced knowledge of statutory framework, best practice models, trends in relation to resident engagement
- High level of interpersonal and communication (verbal and written) skills, and the ability to be diplomatic, maintain confidentiality, and to mediate in disputes.
- A degree of empathy and understanding of equality issues and how they affect engagement and participation is essential to effectively support tenants.
- Excellent creativity skills and strong editorial/journalistic skills
- Experience of co-ordinating, undertaking and facilitating effective participation and engagement exercises and meetings, and using the results to identify service needs / improvements or opportunities
- Excellent time management skills and ability to prioritise workload to meet specific targets and deadlines.
- Enthusiasm, self-motivation and the ability to motivate others
- Ability and previous experience of preparing and delivering training

Desirable

- Project Management Skills
- Chairing skills
- Previous experience of producing written reports to a high standard and producing minutes and agenda's

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>