

Role Profile

Role Title:	Tenant Engagement and Scrutiny Officer
Department:	Tenant Insight
Role Purpose:	Manage and co-ordinate the delivery of customer scrutiny, engagement and service consultation functions across the organisation, monitoring and report on the outcomes of all customer engagement and scrutiny activities and taking a lead in disseminating this to relevant business areas.
Reporting to:	Tenant Scrutiny Manager
Responsible for:	N/A
Disclosure level:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Develop and deliver tenant engagement opportunities that add demonstrable value to the tenant experience. • Track, report and communicate to the organisation the impact, outcome, and value for money (VFM) of all activities undertaken and leading on ensuring changes are effected where required. • Make recommendations to the Tenant Scrutiny Manager to remove engagement and scrutiny activity and reporting which is no longer fit for purpose and scope, realized and embed recommended changes/improvements. • Ensure our frontline service improvement initiatives are delivered on-time, are effectively organised and meets our regulatory responsibilities as a minimum. • Ensure the tenant is at the centre of all your engagement and scrutiny work, increasing both the number and quality of opportunities that exist for Midland Heart customers to engage and have a real impact on services & policies and to participate in decision-making. • Challenge service areas where there are real opportunities to engage and ensure tenants are at the centre of our future thinking or service improvement reviews. • Undertake safety, safeguarding and other relevant risk assessments for all tenant engagement and involvement activities. • Lead the implementation and oversight of tenant led audit and assurance (eg Estate Champions and Consumer Regulation audits).
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	<ul style="list-style-type: none"> • Lead the communication of feedback to all Housing teams, followed by ensuring changes are tracked and embedded, challenging operational managers where changes are slow to be embedded and providing the Tenant Insight Manager with track progress to full compliance. • As part of the wider team develop and take responsibility for the delivery of training and coaching programmes to ensure effective customer engagement; identify and provide basic capacity building training to tenants and colleagues when required. • Collate, analyse and then provide performance information with relevant analytics which can be reviewed for further internal evaluation and subsequent resident consultation. • Work effectively across all frontline teams, managers and third parties to ensure that service improvement feedback is fed back in a constructive and coordinated way and that true change is delivered. • Given the nature of our services and tenant availability, you will be required to attend evening and weekend meetings/events as and when required as part of the role.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Educated to a secondary education level, with a minimum of GCSE standards in English & Mathematics.
Knowledge and Experience	<ul style="list-style-type: none"> • Up to date understanding of regulatory requirements for tenant involvement and scrutiny. • Proven track record of managing and coordinating the delivery of customer scrutiny, engagement, and service consultation functions. • Proven track record of delivering measurable outcomes as a result of tenant engagement and scrutiny. • Experience of identifying problems and developing solutions, which are shared and supported by a range of stakeholders and service users. • Experience of delivering change across teams. • Experience of organising own workload with broad guidelines and delivery outputs on time and to required standard. • Experience of coaching/mentoring and delivering training. • Experience of developing surveys and other methods of engagement • Evidence of using data and analysis from insights to recommend changes.

Role Specific Skills & Behaviours

- Excellent attention to detail
- Self-aware
- Able to effectively challenge across teams.
- Inclusive with the ability to vary communication style to suit a wide range of audiences.
- Able to analyse data and triangulate several sources of information.
- tenant centric
- Excellent report writing skills.
- Willingness to work flexible working hours.
- A flexibility and willingness to work as part of a multi-disciplinary team to achieve a shared vision.
- Commitment to tenant scrutiny and tenant empowerment.