



Ipswich Borough Council  
Job Description: **I11b**

## **Tenant Engagement Officer**

### **Main Purpose of Job**

To assist in the management of the Tenant engagement service area and to ensure the full and effective involvement of tenants in the development, delivery and review of the Housing Management Service.

### **Main Duties**

1. Support and assist in the devising and implementing full and effective tenant engagement strategies, policies and procedures.
2. Supporting and servicing the Tenant Scrutiny Panel, Housing Working Group and the Area Housing Panels, including preparation of relevant papers, reports and presentations; attending panels and advising individual panel members. Develop Annual Reports and preparation of Performance Statistics for groups, panel and publications.
3. Supporting and servicing service improvement panels and other special groups.
4. Promoting, developing and empowering tenant to represent themselves more effectively with the council through a range of formal and informal engagement events.
5. Attend networking events and forums as appropriate, liaise with other tenant engagement officers within the region to develop positive practice and a joined up approach to tenant engagement.
6. Coordinating and providing direct training on all issues relating to tenant engagement.
7. Contribution towards the production of relevant publicity material including Tenants' Newsletters and reports and having responsibility for informing tenants of the Council's policies and Procedures using social media.

8. Coordinating and/or carrying out tenant opinion surveys and Tenant Inspectors/ Mystery Shoppers projects.
9. Supporting Tenancy Services in local initiatives and community events as well as assisting in the development of new service initiatives.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



**IPSWICH**  
BOROUGH COUNCIL

## Person Specification

### Tenant Engagement Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
<b>Qualifications</b>	A levels or NVQ 3 and two years experience of technical and organisational knowledge in housing	Part or full CIOH Professional Qualification	Application/Interview
<b>Relevant experience</b>	<p>Experience of working in a tenant/resident, engagement housing management role or related field</p> <p>Proven experience of liaising with staff, colleagues, other agencies and the public</p> <p>Experience in speaking publicly and at large meetings</p> <p>Experience of identifying, facilitating and organising tenant engagement events and activities</p> <p>Experience of producing written reports and summarise essential information for staff, managers, tenants and councillors</p>	<p>Knowledge of legislation relevant to housing and tenant engagement.</p> <p>Experience of setting and managing budgets</p>	Application/Interview
<b>Specialist knowledge</b>	<p>Demonstrate a knowledge of equal opportunities and anti-discriminatory practice</p> <p>Knowledge of Microsoft Word, Excel and Outlook systems</p> <p>Technical knowledge of tenant engagement and community development</p> <p>Political awareness and sensitivity</p> <p>An understanding of current issues in local government</p>	Knowledge of social housing legislation and guidelines relating to tenant engagement	Application/Interview

	<p>Experience of consulting with customers/service users</p> <p>A clear understanding of commitment to the principles of community involvement in public services</p>		
<b>Personal skills</b>	<p>Ability to get on well with people and work under pressure</p> <p>Demonstrate ability to organise and prioritise workload and achieve objectives whilst managing competing pressures</p> <p>Ability to communicate effectively both in writing and verbally to a wide ranging audience.</p> <p>Ability to work on own initiative as well as part of a team</p>		Application/Interview
<b>Special working conditions</b>	<p>Full valid driving licence</p> <p>Ability and willingness to work outside normal working hours</p>		Application/Interview