ROLE PROFILE

JOB TITLE:	Communities and Engagement Support Officer
REPORTING TO:	Community Development Manager
TEAM:	Communities and Engagement

JOB OVERVIEW

Working within the community development and tenant involvement team to design, develop, and deliver services and projects which enhance the wellbeing of customers.

Working creatively, using innovative methods, and collaborating with customers and colleagues to make a difference to the lives of our customers.

Producing reports, and collecting, analysing, and interpreting data to present impact.

Coordinating meetings, producing papers, taking minutes, and updating IT systems.

ABOUT FORHOUSING AND THIS ROLE

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Providing general administrative support to the communities and engagement team, including managing team inboxes, responding to queries, and assigning tasks.
- Liaising with other departments and agencies regarding information sharing, provision of performance data and financial administration.
- Supporting the delivery of the formal tenant engagement framework, including organising meetings, transport, taking minutes, collating reports and relevant documents, and being the first point of contact.
- Producing reports, contributing to presentations, outcome statements, and funding bids.
- Raising purchase orders, making payments, and keeping accurate and reliable records to help with the monitoring and reviewing of financial resources and monitoring procedures
- Collecting, analysing and interpreting qualitative and quantitative data, and other information, supporting us to understand customer feedback and measure the impact of projects and initiatives.
- Overseeing the administration of funding streams, including managing applications, communicating with applicants, preparing reports, managing and tracking payments, ensuring accurate record keeping, and overseeing monitoring and compliance.
- Assisting in developing, delivering, and supporting new initiatives that will have a positive impact on improving resilience and wellbeing.
- Establishing successful working relationships with communities, professionals, and organisational partners, including service providers and users, ensuring successful implementation of projects.
- Ensuring that any involved tenant expenses are raised in line with the Rewards and Recognition framework.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary.
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day.
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job.

- If you access commercially sensitive or personal information that may be covered by the Data Protection Act, you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything.
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity, and inclusion policies; to help make sure we deliver a person focused service.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- All colleagues are responsible for ensuring that the data that we hold about customers, properties and any other relevant services in corporate systems is collected, regularly checked for accuracy and used for the purposes stated. Accurate, good quality data is critical to providing person-centred customer service. This also includes recording all customer and property interactions.
- We all have a responsibility to escalate safety or any other concerns and share those raised to us by tenant, stakeholders, or other colleagues. Managers and leaders must take seriously and act appropriately on any concerns raised to them.
- From time to time, you may need to undertake other tasks commensurate with your role.

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	• Good level of education (e.g. to GCSE standard or equivalent in Maths and English)	AF/QC
Experience, knowledge, skills and qualities	• Experience of working with a range of customers, agencies and the community • An understanding of Housing, Community Development and Tenant Involvement. • Experience of organising and managing and documenting meetings. • Proven experience of collecting, analysing and interpreting data, plans and other information and the ability to make the appropriate recommendations • Experience of producing reports • Excellent ICT skills with experience of using Microsoft Office applications, and other digital tools to effectively manage data, reporting and administrative processes. • Experience of collating information from different sources • Use of Housing Management systems and performance software	AF/I

	• Experience of developing, contributing to projects and programmes • Extensive experience and advance skills in producing complex spreadsheets • Experience of using computer based accounting systems and dealing with financial transactions and procedures	
Skills and abilities	• Excellent communication and interpersonal skills, with the ability to respond to enquiries professionally and build positive relationships with a range of stakeholders via telephone, email and face-to-face communication • Demonstrate a high level of accuracy and attention to detail when maintaining records, processing information, updating databases and preparing reports while working under pressure and meeting tight deadlines • Ability to use initiative and work independently, taking responsibility for resolving issues and identifying improvements. • Ability to organise and manage multiple tasks effectively, prioritising workload and allocating time according to competing demands and deadlines. • Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and communication methods. Listens attentively and responds constructively to issues and concerns. • Ability to gather, analyse interpret information, identifying opportunities, trends and potential issues. • Ability to engage effectively with stakeholders to identify information needs and obtain relevant information from appropriate sources. • Customer-focused approach, with a commitment to delivering high-quality service	AF/I
Personal qualities	• Confident presentation skills with an ability to communicate effectively at all levels in writing, verbally and numerically • Ability to contribute positively to a team while taking responsibility for own decisions and actions • Ability to remain calm, professional and resilient when working in challenging situations • Ability to establish and maintain effective working relationships with colleagues and stakeholders at all levels both internally and externally. • Excellent organisation and planning skills with the ability to manage competing priorities and meet deadlines. • Ability to maintain confidentiality and handle sensitive information appropriately. • Problem-solving skills, with the ability to identify practical solutions and take appropriate action.	AF/I