



Working better together  
for our residents

# Resident Engagement Officer

Operations > Customer Experience > Insight and Experience

## What's it all about

Working across the Operations Directorate and reporting into the Resident Engagement Manager, you will embed a diverse and inclusive approach to resident engagement, deliver excellent insight, service improvement and ensure that local voices are heard.

## How you'll make a difference

As a Resident Engagement Officer, you will have a pivotal role in supporting the delivery of the resident involvement and engagement strategy. You will be a key player in a team responsible for engaging with local communities to generate interest and promote engagement both locally and within NHG's resident involvement programme.

You will assist the Resident Engagement Manager in creating bespoke local engagement plans through liaison with internal teams, residents, community groups and key stakeholders, with a particular focus on ED&I and engaging with diverse residents. All in line with housing regulations such as the Tenant Empowerment Standard.

As a Resident Engagement Officer, you will work proactively and collaboratively with our internal teams and departments and reflect the six outcomes of the Customer Strategy and drive service improvements.

## How you'll do it

- With a 'can do' approach, plan and implement of a range of innovative engagement opportunities in collaboration with residents and local communities, with the specific aim of building relationships with residents, improving visibility of NHG locally, capturing local insight and feeding it back into our Customer Experience department.
- Create engagement opportunities and events where accessibility and inclusivity is a priority focus.

- Work closely with internal teams, with an emphasis on collaboration with housing teams and the NHG Places team.
- Actively promote resident engagement activities and opportunities through a variety of communication channels.
- A willingness to work evenings and weekends to deliver the expectations of the role, as and when required.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at staff level.

### Essential knowledge, experience and skills including qualifications and professional membership

*Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.*

- Demonstrable experience in resident engagement/community development and/or youth work.
- Knowledge of the statutory and regulatory requirements for housing associations about involving and empowering residents and implementing best practice approaches.



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- Experience of working with residents to promote and celebrate diversity.
- Excellent written and verbal communication and presentation skills including ability to prepare and deliver reports to Managers.
- Excellent communication (including written) and presentation skills to build rapport with residents and internal/external stakeholders.
- A proven ability to think creatively, problem-solve and work on own initiative.
- Good stakeholder management and the ability to handle challenging behaviour and situations.
- This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)