

Resident Involvement Officer

Policy and Customer Experience

Overview	
Role Purpose	<p>To help coordinate the planning and delivery of our involvement programme, engaging with groups and individual residents to get their feedback. Collaborate alongside different departments across NHG to involve residents in their work.</p> <p>You will be a key player in a team responsible for ensuring that there are a range of opportunities for residents to get involved in shaping service design, and in scrutinising, challenging and ultimately helping to improve our services as a landlord.</p>
Reports to	Resident Involvement Manager
Line management	None
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	<ul style="list-style-type: none"> • Works collaboratively with business-wide teams • Works collaboratively with frontline operations teams
External	<ul style="list-style-type: none"> • Develop relationships with involved resident groups and residents wishing to get more involved • Develop relationships with tenants' and residents' associations and other local community groups • Develop relationships and work in partnership with external stakeholders such as Local Authority partners and (where relevant) other housing providers.
Responsible for	<ol style="list-style-type: none"> 1. To work with staff to ensure that resident involvement is integral to what they do and give them support and advice about how best to involve residents in their day-to-day work and in specific reviews or projects. 2. To organise and support NHG staff in organising resident involvement activities, helping to embed resident involvement across NHG. 3. To help lead and grow NHG's resident involvement offer, ensuring that resident involvement activity is purposeful and that the organisation works with residents to improve and develop landlord services. 4. To ensure that residents are actively recruited to NHG's involvement and scrutiny initiatives through ongoing promotions and liaison with staff to encourage them to identify interested residents. 5. To encourage and maximise the participation of a diverse representation of involved residents.

	<ol style="list-style-type: none"> 6. To represent the resident involvement team at resident or staff meetings and to lead resident panels and groups, as required. 7. To ensure that feedback from all resident involvement activity is captured and any actions arising from this is shared with residents and staff. 8. To assist in identifying training needs and in developing a training programme for staff and residents that builds their capacity to get the most from resident involvement activity 9. Provide training and support to residents wishing to form a resident's association ensuring that they are enabled to work with front line staff once set up and constituted. 10. To undertake administrative and forward planning responsibilities commensurate with the smooth running of meetings, events, training sessions etc. 11. To lead the co-ordination of specific projects e.g. task and finish work, as required. 12. To undertake all activities with regard to providing value for money and maximising outcomes. 13. To liaise and maintain relationships with external organisations and partners with a view to sharing resources and learning from best practice. 14. To help in ensuring that NHG is fully compliant with regulatory standards including the Tenant Involvement and Empowerment Standard and that our approach is regularly reviewed to ensure we learn from examples of best practice. 15. To work with the Resident Involvement Manager to develop the team's delivery plan.
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Role accountabilities

- At all times follow the financial regulations, policies and procedures at NHG.
- At all times follow NHG's Health and Safety policy and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)	
Essential	Desirable

<ul style="list-style-type: none"> 1) Experience of working with internal and external stakeholders to achieve purposeful feedback and outcomes that can be used to drive and deliver service improvements for the benefit of the end user 2) Willingness to work evenings and weekends to deliver the expectations of the role. 	<ul style="list-style-type: none"> 1) Experience of managing and delivering service improvement projects. 2) Experience of working in a customer focussed environment.
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Professional expertise (know how & experience)

Essential	Desirable
<ul style="list-style-type: none"> 1) Knowledge of the statutory and regulatory requirements for housing associations with regard to involving and empowering residents and implementing best practice approaches. 	

Skills

Essential	Desirable
<ul style="list-style-type: none"> 1) Excellent written and verbal communication and presentation skills including ability to prepare and deliver reports to Managers 2) Ability to demonstrate excellent organisation skills. 3) Good stakeholder management and the ability to handle challenging behaviour and situations 	

Qualifications and/or professional membership

Essential	Desirable
	<ul style="list-style-type: none"> 1) CIH or other housing related qualification

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Colleague** expectation level and therefore you should refer to the **Colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.