

Resident Engagement Officer



Working better together
for our residents

> Operations Directorate > 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

The Resident Engagement Officer will have a pivotal role in supporting the delivery of the resident involvement and engagement strategy. They 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.

They 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.

They 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 implementation 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.

- Creating 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.

Essential knowledge, experience and skills

- 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.
- 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.