



Working better together  
for our residents

# Resident Involvement Officer

Operations > Customer Experience > Insight and Experience

## What's it all about

Working across the Operations Directorate and reporting into the Resident Involvement Manager, you will embed a diverse and inclusive approach to resident involvement and deliver excellent insight that drives genuine service improvement.

## How you'll make a difference

As a Resident Involvement 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 ensuring that there are a range of opportunities for residents to get involved in shaping service design, and in scrutinising, challenging and ultimately helping NHG to improve our services as a landlord.

You will assist the Resident Involvement Manager to coordinate the planning and delivery of our involvement programme, engaging with a range of groups and residents to get their feedback in line with housing regulations such as the Tenant Empowerment Standard.

As a Resident Involvement 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, support the delivery of a wide-ranging programme of resident involvement activities such as supporting resident and tenant associations and local groups; across NHG neighbourhoods that maximises the opportunity for a diverse range of residents to get involved.
- Undertake administrative and forward planning responsibilities to ensure the smooth running of meetings, events, training sessions etc.
- Actively recruit residents to NHG's involvement and scrutiny activities through ongoing

promotions and liaison with staff to encourage them to identify interested residents.

- Support NHG staff in organising resident involvement activities, helping to embed resident involvement across NHG.
- Actively promote resident involvement 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.*

- 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 and customers to deliver service improvements benefits for all residents and customers.
- 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) (delete as appropriate or not needed)