

JOB DESCRIPTION**JOB TITLE:** Senior Communities Officer**REPORTS TO:** Housing Manager (Belfast)**DEPARTMENT:** Housing Management**SALARY:** £32,234 to £35,745 per annum**DATE:** September 2021**REVIEW DATE:** September 2022**ROLE PURPOSE:**

Working across Apex and particularly within the General Needs Housing team, responsible for achievement of Apex's Tenant Participation Strategy, ensuring effective delivery of tenant participation that conforms to legislative and regulatory requirements, adheres to Apex's policies and procedures, complies with recognized good practice and achieves desired outcomes for Apex and our tenants.

Contributing to the delivery of Apex's objectives as set out in the Apex Plan and contributing to delivery of Apex's Community Investment Strategy.

Supervising staff and ensuring objectives set are achieved.

Proactively working with relevant staff across Apex, as well as tenants, communities and external agencies, to deliver a seamless, high quality tenant participation service and develop new initiatives to achieve effective participation, contribute to better communities and enhance the quality of life for tenants.

Key Area**Key Activities****Strategy, Policy and Development**

- Act as the primary point of contact within General Needs Housing Schemes for Apex's Tenant Participation Strategy.
- Ensure Apex's Tenant Participation Strategy is aligned to the delivery of new and emerging programmes of participation including the Shared Futures: Together Building United Communities Programme, the Peace IV; Community Cohesion Programme and any others that may arise in the future.
- Ensure delivery of Tenant Participation against the Department for Communities Regulatory Framework and contribute to the DFC annual return on Regulatory Consumer Standards.
- Implement a responsive and strategic approach to tenant participation and community involvement and ensure the principles of consultation, participation and involvement are achieved.
- Develop and review policies and procedures in accordance with regulatory requirements and best practice.
- Ensure policies and procedures are implemented as required.
- Work with General Needs Senior Housing Officer (s) to develop and implement tenant participation and community involvement initiatives to encourage and support tenants to participate in decisions affecting them.
- Oversee the development of relationships with other agencies and groups which will compliment, add value to and empower communities in the delivery of Apex's Tenant Participation Strategy and Action Plan.
- Work collaboratively with colleagues in Supported Living to deliver Apex's Strategy and Action Plan.
- Work towards Supporting Communities Tenant Participation Accreditation by ensuring Apex's Tenant Participation Strategy and Action Plan objectives are met.

Training and Support

- Identify the training and development needs of staff and tenants to ensure effective delivery of the Tenant Participation Strategy and related initiatives.
- Deliver timely and appropriate training for staff and tenants to enable effective tenant participation.
- Develop and maintain effective working relationships to strengthen tenant participation and community involvement.

	<ul style="list-style-type: none"> Recruit, train and support new tenants to challenge and improve service delivery. Actively support the role of the Tenant Participation Officers and Housing Officers to enable them to ensure opportunities to participate are promoted within communities and participation is maximised.
<u>Information</u>	<ul style="list-style-type: none"> Develop and implement effective systems for sharing information and best practise in regard to tenant participation and community initiatives. Ensure IT systems are appropriately updated and utilised to ensure accurate reporting of activity, impact and outcomes and use the information to access additional services for tenants. Develop and implement effective systems and processes that enable the accurate recording and reporting of tenant participation and resident involvement activities. Provide information that is accurate, relevant, timely, and accessible and meets legal and best practice requirements. Collect and analyse data from consultation exercises, producing reports, making recommendations for improvement and implementing action. Keep up-to-date with current legislation and new initiatives in the areas of tenant participation, community involvement and Community Cohesion, ensuring a proactive, best practice approach by Apex.
<u>Communication, Engagement and Participation</u>	<ul style="list-style-type: none"> Ensure tenants and communities are kept appropriately informed by providing accessible, relevant, accurate and timely information. Ensure timely and effective feedback is provided to tenants. Ensure Apex's website is used to communicate participation opportunities, community events and relevant information. Support the publication of Apex's Observer by representing the tenants' perspective and producing articles of interest to tenants. Contribute to the publication of publicity material including 'Estate Newsletters'. Provide regular updates for staff on new legislation, tenant participation requirements, community involvement initiatives, etc. Work with staff and tenants to create meaningful engagement opportunities with Apex's rural communities and 'easy to ignore' groups. Develop and implement a regular E-zine to update Apex staff on delivery of the Tenant Participation Strategy and related initiatives. Promote the 'Menu of Options' Provide and provide an update on the 'Calendar of Participation' Events with all General Needs Tenants on a bi-annual basis and work with the Active Tenant Network to develop and review participation opportunities. Develop structures to encourage participation at all levels of participation as set out in the Apex Strategy. Support and facilitate the effective operation of the Active Tenant Network ensuring appropriate records are maintained. Lead out on the delivery of effective scrutiny through initiatives including: tenant satisfaction surveys, estate visits, mystery shopping, customer journey mapping, tenant led inspections and other initiative that may arise. Work with outside agencies, staff and tenants to deliver community initiatives. Develop engagement opportunities for new housing developments.
<u>Funding and Budget</u>	<ul style="list-style-type: none"> Review resources annually and contribute to the development and management of the tenant participation budget. Implement the Tenant Participation Grants Scheme' bi-annually. Develop and implement an activities programme, maximising funding opportunities; making funding applications solely and in partnership with others and manage the delivery of the programmes.
<u>Monitor and Review</u>	<ul style="list-style-type: none"> Report quarterly on delivery of the Tenant Participation Strategy and Action Plan and provide an annual report to include achievements and future plans ensuring updates are shared with the Board, staff and tenants as agreed. Ensure compliance with DfC's Tenant Participation Strategy, making recommendations for improvement to the Active Tenant Network and Apex Board.

	<ul style="list-style-type: none"> • Implement a programme of community audits and implement action arising. Manage Apex's community units, ensuring programmes that meet community needs are delivered, measuring and report on outcomes and impact annually.
<p><u>Miscellaneous</u></p>	<ul style="list-style-type: none"> • Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work. • No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.