

JOB DESCRIPTION**JOB TITLE:** Tenant Engagement Officer**REPORTS TO:** Senior Engagement Officer**DEPARTMENT:** Housing Department (Derry~Londonderry & Belfast)**DATE:** July 2024**REVIEW DATE:** July 2025**ROLE PURPOSE:**

Delivery of tenant engagement and community involvement within General Needs housing. Contributing to the achievement of Apex's Tenant Engagement Strategy by ensuring effective delivery of tenant engagement that conforms to regulatory requirements, adheres to Apex's policies and procedures, complies with recognised good practice and achieves desired outcomes for Apex and our tenants. Contributing to delivery of Apex's objectives as set out in the Apex Plan and contributing to delivery of Apex's Tenant Engagement Strategy. Contributing to the development and delivery of Apex's good relations plans and community cohesion initiatives, including TBUC: Good Relations Plans and any other new initiatives that may emerge within this area. Proactively working with relevant staff across Apex, as well as tenants, communities and external agencies, to deliver a seamless, high quality tenant engagement service. Contributing to the development of new initiatives to achieve effective engagement, better communities and enhance the quality of life for tenants.

Key Area	Key Activities
<u>Strategy, Policy and Development:</u>	<ul style="list-style-type: none"> • Assist with the implementation and achievement of Apex's Tenant Engagement Strategy. • Assist with the delivery of new and emerging programmes of engagement, including the Shared Futures: Together Building United Communities / Housing for All Programme, and any others that may arise in the future. • Implement tenant engagement and community involvement initiatives and ensure the principles of consultation, engagement and involvement are achieved within areas of responsibility. • Assist with the development and review of policies and procedures in accordance with regulatory requirements and best practice, and implement as required. • Work with colleagues to develop and implement tenant engagement and community involvement initiatives, encouraging and supporting tenants to participate in decisions affecting them. • Develop relationships with other agencies and groups which will compliment, add value to and empower communities in the delivery of Apex's Tenant Engagement Strategy and Action Plan. • Work collaboratively with colleagues to deliver Apex's Strategy and Action Plan.
<u>Training and Support</u>	<ul style="list-style-type: none"> • Assist with the identification of training and development needs for staff and tenants to ensure effective delivery of the Tenant Engagement Strategy and related initiatives. • Assist with the development and delivery of timely and appropriate training for staff and tenants to enable effective tenant Engagement. • Develop and maintain effective working relationships to strengthen tenant Engagement and community involvement. • Recruit, train and support new tenants to challenge and improve service delivery. • Actively support the Housing Officers to enable them to ensure opportunities to participate are promoted within communities and engagement is maximised.
<u>Information</u>	<ul style="list-style-type: none"> • Assist with the development and implementation of effective systems for sharing information and best practise in regard to tenant engagement and community initiatives.

	<ul style="list-style-type: none"> • Ensure IT systems are appropriately updated and utilised to ensure accurate reporting of activity, impact and outcomes of their social impact. • Assist with the development and implementation of effective systems and processes that enable the accurate recording and reporting of tenant engagement and resident involvement activities. • Provide information that is accurate, relevant, timely, and accessible and meets legal and best practice requirements. • Assist with the collection and analysis of data from consultation exercises, the production of reports, recommendations for improvement and implementation of action. • Keep up-to-date with current legislation and new initiatives in the areas of tenant engagement, community involvement, Shared Future, Community Cohesion, etc. and contribute to ensuring a proactive, best practice approach by Apex.
<u>Communication, Engagement and Engagement</u>	<ul style="list-style-type: none"> • Ensure tenants and communities are kept appropriately informed by providing accessible, relevant, accurate and timely information within areas of responsibility. • Ensure timely and effective feedback is provided to tenants. • Ensure Apex's website is used to communicate engagement opportunities, community events and relevant information. • Support the publication of Apex's Observer by contributing information that will be of interest to tenants. • Contribute to the publication of publicity material including 'Estate Newsletters'. • Work with staff and tenants to create meaningful engagement opportunities within Apex's rural communities and 'easy to ignore' groups. • Assist with the development and implementation of a regular updates to inform Apex staff on delivery of the Tenant Engagement Strategy and related initiatives. • Promote the 'Menu of Options' and provide an update on the 'Calendar of Engagement' Events to General Needs tenants on a bi-annual basis • Support the Tenant Network to develop and review engagement opportunities. • Assist with the development of structures to encourage engagement at all levels as set out in the Apex Strategy. • Support active tenants and assist with the effective operation of the Tenant Network. • Work with colleagues to facilitate 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. • Contribute to the development of engagement opportunities for new housing developments. • Attend T:BUC / Housing for All Operational Group, Advisory Group and Active Tenant meetings
<u>Funding and Budget</u>	<ul style="list-style-type: none"> • Assist with implementation of the Tenant Engagement Grants Scheme' bi-annually, promoting it to relevant groups within area of responsibility. • Contribute to the development and implementation of an activities programme and assist with: maximising funding opportunities; making funding applications solely and in partnership with others; and managing the delivery of programmes.
<u>Monitor and Review</u>	<ul style="list-style-type: none"> • Assist with the reporting requirements relating to delivery of the Tenant Engagement Strategy and Action Plan. • Implement the programme of community audits and action arising within area of responsibility. • Assist with management of Apex's community units.
<u>Miscellaneous</u>	<p>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</p> <p>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.</p>