

Job Profile - Senior Tenant Participation Officer

Job Title: Senior Tenant Participation Officer

Job Grade: Level 3 Zone 2

Salary Range: £36,984 - £42,526

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

- To assist with the development and provision of tenant participation in Camden. To build a clear and effective framework in which tenant participation operates, delivering guidance and supporting good governance of all tenant groups.
- To develop successful strategic participation and community based projects and new initiatives and be able to clearly communicate the council's policies and procedures around tenant participation to all audiences.

Example outcomes or objectives that this role will deliver:

- Housing staff and tenants able to successfully form TRAs and other community groups
- Appropriate administration of grants for TRAs and community groups
- Well maintained records of all tenants and Tenants and Residents Associations
- A suitable programme of training for staff and tenants to support participation
- Well run TRAs, DMCs and TMOs with lots of community involvement in their activities
- Accurate briefing information to tenants, colleagues and members
- Well run and used community facilities
- Co-produced services, events and activities
- New and innovative participation initiatives resulting in a wider range and increased number of engaged tenants across housing services

About you

- Knowledge of the National Standard for Tenant Involvement and Empowerment and delivering outcomes
- Excellent verbal, written and presentation communication skills
- Experience of Microsoft Office programmes including Excel and Access, as well as consultation tools such as SNAP
- Excellent customer service skills and a good working knowledge of using developing web sites and 'social media'
- Experience of delivering a customer facing service which is outcome based.
- Experience of working sensitively to deliver expectations within financial constraints

- Experience of implementing / developing service improvement initiatives
- Experience in working within a fast paced customer focused service area with varying projects to deliver service improvement
- Ability to work flexibly and attend evening/weekend meetings as required

Work Environment:

Office based and in the field.

People Management Responsibilities:

N/A

Relationships:

The post holder will need to have excellent communication skills and behaviours as there will be constant liaison with tenants, councillors and officers.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,