

## **Job Capsule Supplementary Information: Tenant Participation Co-ordinator**

**This supplementary information for Tenant Participation Co-ordinator is for guidance and must be used in conjunction with the Job Capsule for:**

**Job Family:** Housing & Tenancy (Place) **Job Zone** Level 4 Zone 1

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### **Role Purpose:**

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.

To assist the Head of Service in supervision and support of the Tenant Participation Service to ensure that key projects are delivered and desired outcomes achieved.

### **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

- Appropriately handled and responded to complaints and Member's enquiries
- New and innovative participation initiatives resulting in a wider range and increased number of engaged tenants across housing services
- An engaging working environment where staff in the service are empowered and support each other to take decisions

**People Management Responsibilities:**

The post holder will be required to supervise three Senior Tenant Participation Officers and support a Tenant Empowerment Officer.

**Relationships;**

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

**Work Environment:**

Office based and in the field.

**Technical Knowledge and Experience:**

- 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

**Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours: Behaviour level 2**

**Adaptability**

- Adapts to needs of a situation/individual choosing the most appropriate approach

**Driving Improvement**

- Consistently asks 'how could we do this better?', seeking to identify and implement innovative approaches but always evaluating activities to determine in what way they are adding value

**Working together**

- Brings others together to solve problems/issues Identifies and takes advantage of opportunities to deliver services collaboratively on an on going basis

**Customer Service**

- Acts on feedback to change or develop services to better meet customer needs
- Supports and enables customers to understand their choices and make appropriate decisions even when this may be difficult to do so

**Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:**

*(Refer to Camden Behaviour framework)*

**Building support**

- Considers what will appeal/make sense to the particular audience, e.g. considers others interests, cultural differences etc.

**Organisational awareness**

- Understands the role of members and the political decision making process

**Structure Chart**

