

Job Profile Information: Tenant Participation Officer

This supplementary information for *Tenant Participation Officer* is for guidance for Job Level 3 Zone 2

Camden Way Category 3

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.

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

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.

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 Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility