

JOB DESCRIPTION

Job Title:	Resident Involvement Coordinator	Reporting to:	Resident Involvement Team Manager
Department:	Customer Experience	Office:	Bede Island / Case House / Pentagon
Risk Assessment:	R3: General Mobile Worker	DBS:	Basic

1. Main Purpose of Job


To act as PA Housing's resident involvement champion, empowering residents to play an active role in shaping and scrutinising services.

Enable and support the organisation to effectively engage with our customers and ensure the customers' voice is at the heart of what we do at PA Housing.

2. Key Tasks and Responsibilities

Resident Involvement


- Champion resident involvement and relationship building with residents within the business.
- Support the resident involvement manager to deliver the resident involvement strategy and structures and ensure they deliver in enabling residents to have an impact, influence service delivery, and a strong voice in decision making.
- Facilitate and provide advice, support and guidance to improve the way PA Housing residents are involved in service delivery and improvements. Work with all teams to increase customer engagement ensuring customers views shape service improvements.
- Contribute to the delivery of events and activities aimed at meeting PA commitment to building thriving neighbourhoods and delivering high levels of customer satisfaction.
- Support the development, delivery and co-ordination of a range of vehicles including the development of the digital platform for resident involvement activities. Deliver different methods and approaches that ensures we maximise involvement opportunities and engage our representative customer base.
- Facilitate residents to have sufficient information, training and support to enable them to actively and constructively participate in resident involvement activities.
- Facilitate and advise residents on the management of the challenge fund and assist in arrangements for applications.
- Support neighbourhoods to deliver new and existing residents groups, neighbourhood events and youth projects, helping these groups to thrive.

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- Support and promote the development of the social value tool working alongside the business, the Reporting and Community Investment teams to deliver this.
- Work with the Community Investment team to provide and promote community projects that enhance the local surroundings, facilities and provide support for local residents.
- Assist in the promotion of and development of resident involvement activities.
- Maintain a resident involvement database
- Monitor and report on resident involvement activities and evidence clear customer and business outcomes and value for money
- Support and facilitate a proactive annual scrutiny programme; achieving value for money and an outcome based approach.
- Support the development of the service improvement groups, that there is easy access to a representative customer base so business decisions are driven by what matters to customers and customers are involved in the design of services.
- Oversee the mystery shop exercises.
- Support the formal residents groups ensuring they meet on a regular basis.
- Contribute to the production of PA's Annual Report, working closely with the Communications Team and the business to achieve this.
- Help organise and support promotional events including tenant conferences.
- Effective use of the social media to promote Resident involvement

General

- To communicate openly, engaging others in work planning and decision making, to ensure high levels of cooperation, an understanding of the aims of PA Housing and how individual performance contributes to improved services.
- Champion resident Involvement expertise to the teams and the wider business, using your knowledge of legislation, regulatory standards, external good practice to inform sound decision making.
- Represent the Resident involvement in relevant forums and support the development of strong relationships with our business partners and stakeholders that benefits the interest of PA and our customers.
- Support the Resident involvement budgets ensuring value for money and compliance in every area.
- Follow key compliance policies including PA Housing's Data Protection Policy, Equality and Diversity, Safeguarding and vulnerable customers.

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- Comply with the Group Health & Safety Policy, ensuring own and others health and safety.
- Carry out other duties as directed and commensurate with the grading of the role.

3. Performance Measures

- Achievement of agreed KPIs
- Delivery of prompt and reliable information to staff and stakeholders
- Seek solutions to problems and remove barriers
- Improve performance, value for money and efficiency
- Strive to be an expert in your field
- Keep accurate notes and files
- Willing to learn and to continue in personal development by attending training and reviewing practice
- Evidence of commitment to service improvement
- Demonstrate a high degree of professionalism and customer care

4. Relationships & Contacts

Internal:-

- Housing Services & Asset Teams
- Leadership Team
- Colleagues in all operational areas
- Internal customers

External:-

- Residents
- Local charity and voluntary providers
- Other housing providers
- Organisations from all sectors which may support PA housing's resident involvement offer.

PERSON SPECIFICATION

Job Title:	Resident Involvement Coordinator
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<i>The criteria below will be used for shortlisting</i>	Please cross (x) the appropriate box	
Criteria	Essential	Desirable
Attitude:		
1. Team player	x	
2. Self starter who can prioritise	x	
3. Puts customers first	x	
4. Passion for resident involvement, customer experience, service excellence and continuous improvement	x	
5. Displays a 'can do' attitude and positive approach to change with drive and enthusiasm	x	
6. Always lives the PA values	x	
7. Energetic and inspiring, able to engage colleagues, customers and partners to deliver excellent services.	x	
8. Able to provide a great service whilst considering Value for Money	x	
9. Able to work outside normal hours including some weekends and travel within PA Housing's geography on a regular basis, including occasional overnight stays	x	
Qualifications:		
1. Educated to GCSE level standard or equivalent qualification in a relevant discipline	x	
2. Educated to A level standard		x
3. Relevant professional qualification		x
Skills:		
1. Customer focused	x	
2. Prioritises and multi-tasks effectively to meet deadlines	x	
3. Ability to build and maintain effective relationships	x	
4. Ensures policies and procedures are adhered to	x	
5. Influences, negotiates and relates subtlety and sensitivity	x	
6. Excellent communication skills	x	
7. Excellent report writing and presentation skills	x	
8. Ability to take ownership and empower others	x	
9. Ensures policies and procedures are adhered to	x	
10. Considers Value for Money when approaching and completing a task	x	
11. Using housing management IT systems to record and maintain information	x	
12. Proven ability to manage risk for your service area and the business.	x	
13. Understanding of engaging with customer through traditional and digital channels.	x	

<i>The criteria below will be used for shortlisting</i>		Please cross (x) the appropriate box	
Criteria		Essential	Desirable
Knowledge:			
1. A strong knowledge of resident involvement.		x	
2. A knowledge of the social housing environments		x	
3. Ability to build successful relationships at all levels		x	
4. Ability to communicate complex and sometimes contentious information effectively to a wide range of audience.		x	
Experience:			
1. Used to working with informed group of residents.		x	
2. Experience of working in resident involvement		x	
3. Track record of developing and delivering positive partnerships with residents and internal colleagues.		x	
4. Proven ability of working proactively and inclusively with people from diverse backgrounds		x	
5. Project management		x	

ACCEPTANCE

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by the Line Manager; the responsibility level of any other duties should not exceed those outlined above.

A copy of this Job Description should be signed and returned within 10 days signifying your acceptance. Please return to HR, PA Housing Ltd, 3 Bede Island Road, Leicester, LE2 7EA.

I hereby accept the job description.

Name: Block Capitals

Signed:

Date:
