Role Profile – Tier 4

Job Title:	Reporting to:
Resident Involvement Manager	Director of Resident Engagement & Community
Directorate:	Location:
Customer	Blended – Home and PA Offices and properties
Risk Assessment	R1: Office Worker

Role Purpose:

To lead a team of Resident Involvement Specialists who will work in partnership with residents and colleagues to shape our services to better meet residents' needs. As well as overseeing the operational activity of the team, this role will work with the Director to develop and implement long-term strategies to continuously improve the way we involve residents.

Tier Impact Statement:

An influential leadership role focused on delivering operational excellence in alignment to the organisational strategy. This role is about driving change and service excellence addressing failures and root cause analysis to strive for constant improvement whilst using specialist knowledge of the service to identify future developments to enhance departmental performance.

The role will ensure we work in partnership with residents to seek their feedback and improve our services to drive customer satisfaction levels to achieve the top quartile.

Key Accountabilities:

- Lead and manage a team of Resident Involvement Specialists ensuring the team achieve their annual goals and taking appropriate performance management action where team members aren't meeting expected standards with a coaching leadership style to support the continuous professional development of the team.
- Develop a team that operates efficiently and effectively at all times and constantly seeks to improve.
- Ensure the service and team meets the regulatory consumer and economic standards and key legislation on engaging and listening to residents.
- Operationally focusing the team on a resident led process that has oversight of organisational compliance with regulatory standards and can influence strategy, policy, and performance standards.
- Contribute to the development and communication of the Resident Strategy, working with the team to deliver the strategy.
- Provide a range of involvement opportunities for residents, in ways that suit their needs, to shape and influence the services we deliver to them.
- Promote resident engagement and work to increase the number and diversity of engaged residents.
- Work with colleagues to deliver an approach that ensures residents have more influence over the way we deliver our services as we work towards becoming a truly 'Resident First' organisation.
- Work closely with colleagues across the Customer Services Directorate to deliver events such as PA on Tour. In particular work closely with the Neighbourhood team to align the involvement activity of the Resident Involvement Team with the local level engagement activity of the Neighbourhood team.
- Use resident involvement expertise and knowledge of legislation, regulatory standards and sector best practice support colleagues to drive service improvements in their areas ensuring they enable residents to have an impact, influence service delivery, and a strong voice in decision making.
- Build powerful relationships with residents that focus on partnership working.

- Develop strong relationships with internal and external stakeholders to promote the effective performance of the team and wider business.
- Work with the Director of Resident Engagement and Community to manage and set the Resident Engagement budget as well as identifying over and under spending to adjust accordingly.
- Work with the Procurement team to procure new suppliers and contracts as appropriate overseeing the management of suppliers and contracts ensuring the services provided align with PA policies.
- Manage the renewal and termination of contracts as required.
- Challenge existing thinking to identify creative opportunities and avenues for success.
- Monitor and report on resident involvement activities and evidence clear resident and business outcomes as well as value for money.
- Promote a unified culture and purpose across a diverse organisation by role modelling motivating and authentic leadership aligned to PA's values and behaviours,
- Comply with all organisational policies and procedures and guidelines.
- To ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters.
- Comply with the Health & Safety Policy, ensuring own and others health and safety.

This role profile is not intended to be an exhaustive list; its aim is to give a broad representation of what will be expected of the post-holder. Other reasonable duties, tasks and responsibilities may be required of the post-holder from time to time; these will be reasonable and broadly consistent with the responsibilities described above and/or intended to assist PA Housing in meeting its stated objectives.

Qualifications:

- Educated to Degree level or equivalent or the ability to demonstrate suitable experience to meet the requirements of this role.
- Management or Leadership qualification or the ability to demonstrate suitable experience to meet the requirements of this role.

Attitude, knowledge, skills, and experience:

Communication

- Excellent communication skills with the ability to adapt communication styles for different audiences. Ensure that we communicate with residents in a way that allows for a clear and effective two-way flow of information. Sharing the right information at the right time in the right format.
- Ability to analyse and present complex information simply.
- Excellent report writing and presentation skills.

Leadership

- Excellent leadership skills.
- Experience of managing a team, motivating and supporting to achieve performance targets, individual development and service improvement.

- Ensure direct reports are well managed and motivated and that both good

performance is actively managed.
- Ability to take ownership and empower others.
- Evidence of personal influence in creating a strong performance management structure.

Customer Service
- Customer/resident focused.
- Ability to use customer data to shape and refine services
- Experience of managing in a customer focused, performance driven service within the housing, voluntary or private sector.
- Proven track record of delivery of challenging performance targets.

Effective working
- Prioritises and multi-tasks effectively to meet deadlines successfully juggling conflicting priorities.
- Organised and structured approach to work with ability to work to tight deadlines.
- Willingness to take ownership of business issues.
- Ensures policies and procedures are up to date and adhered to.
- Proven ability to manage risk for your service area and the business.
- Demonstrates an awareness of health & safety requirements and responsibilities to ensure the safety of our staff and to avoid potential risks to the business

Interpersonal
- Effective interpersonal skills.
- Ability to build and maintain effective relationships at all levels both internally and externally.
- Proven track record of the ability to build and maintain effective positive relationships with others departments to achieve results.
- Ability to influence and negotiate with subtlety and sensitivity.

VFM
- Experience of setting, monitoring and managing budgets and identifying efficiency savings with a focus on value for money in service delivery.
- Ensures a great service is provided whilst consideration is given to Value for Money

Resident Involvement
- Proven track record of providing appropriate opportunities for residents/customers and stakeholders to influence the service.
- A proven track record of producing and implementing operational plans to ensure that targets are met and that PA achieves upper quartile performance compared to other housing associations.
- Committed to the pursuit of excellence and be able to revise standards by regularly setting stretching goals.

Behaviour
- Always lives the PA Housing Values.
- Demonstrates a positive approach to equality, diversity and inclusion.

Core Criteria	
Solving Problems	Situations requiring evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions that are then delivered. Ensuring colleagues are aligned and enabled to act.
Communication & Influencing People	Interaction requires understanding, providing support and/ or influencing. Empathy and assertiveness are necessary, but persuasion and reasoning may be based on technical knowledge/ expertise.
Adapting Approaches	Embraces change, listens to feedback and compromises as needed. Role models behaviours to support organisational change and holds others to account.
Delivering Results	Drives the performance of the team with clear SMART targets aligned to strategy.
Financial responsibility	Understanding and application of financial and budget management.
People Interaction	**Direct:** includes day to day interaction for the role internally and externally **Indirect:** includes less frequent interaction and more typically external.
Standard Tier accountabilities	• Creates an environment within the relevant services of success, supported by healthy, positive, and professional challenge to deliver constant improvement. • Ensures openness and honesty is underpinned by support and coaching of the teams. • Manage and build relationships with stakeholders to promote the service and its activities. • To be part of and take part in PA Housing's out of hours duty officer rota. • Challenge existing thinking to identify creative opportunities and avenues for success. • Ensures all colleagues performance within your remit contributes towards team objectives and the wider performance of the business. • Enables the creation of service teams that operate efficiently and effectively at all times and constantly seeks to improve. • Promote a unified culture and purpose across a diverse organisation by role modelling motivating and authentic leadership aligned to PA's values and behaviours,

	• Challenge team members and other colleagues where performance or behaviours fall short of those expected by the business. • Comply with all organisational policies and procedures and guidelines. • To ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base. • To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters. • Comply with the Health & Safety Policy, ensuring own and others health and safety.