

UNITY HOUSING ASSOCIATION

Job Description

Post	TENANT INVOLVEMENT & COMMUNICATIONS OFFICER
Responsible To:	OPERATIONS DIRECTOR
Supervises:	N/A
Location:	LEEDS

OBJECTIVES OF THE POST

To be the Associations main contact for the development of tenant participation and other related issues.
To investigate the opportunities and potential for tenant participation and to promote, manage and evaluate specific tenant participation projects.

Manage and implement the effective marketing of the Association via social media, website and all other communication mediums.

KEY TASKS

1. To develop and promote the Associations strategy in tenant participation.
2. Identify the potential for new initiatives and provide background and general information on strategic developments within the wider tenant participation field.
3. Provide and promote tenant participation matters within the community.
4. Ensure any new initiatives in tenant participation are successfully implemented, monitored and reviewed.
5. Network and encourage tenants to participate.
6. Support and advise tenant groups in all relevant areas.
7. Work with other agencies/partners to secure the successful implementation of projects.
8. Recruit to, coordinate and facilitate tenant panel meetings, giving advice on roles and responsibilities. Attend these meetings at appropriate times to ensure maximum attendance and organise external speakers as necessary.
9. Coordinate tenants training.
10. Prepare literature, newsletters and other information to publicise and promote tenant participation, events and other services of the Association.

11. Develop effective relationships and networks with other organisations with whom the Association can promote and develop tenant participation.
12. Prepare regular specific reports for Senior Management Team, board and committees on tenant participation projects and activities.
13. Maintain the Associations website for internal and external audit purposes, removing out of date information and uploading new and amended content, ensuring compliancy at all times.
14. Assist with marketing on all public relations activity.
15. To undertake research projects on behalf of the Senior Management Team.
16. Be positively involved in self-development and participate in training courses and from time to time undertake new roles, duties and responsibilities in connection with self development.
17. Be flexible in approaching duties and responsibilities as service needs arise.
18. Any other appropriate duties required by the Operations Director.

**HOUSING ASSOCIATION – TENANT INVOLVEMENT & COMMUNICATIONS OFFICER
PERSON SPECIFICATION**

ATTRIBUTES	RANK	HOW IDENTIFIED
EDUCATION/QUALIFICATIONS		
Good standard of general education to A level	Essential	application form + interview
KNOWLEDGE & EXPERIENCE		
Experience of community development, regeneration or working with tenant groups.	Desirable	application form + interview
Experience of co-coordinating community development activities.	Desirable	application form + interview
Experience of involving individuals in an organisations activities.	Desirable	application form + interview
Knowledge of common housing issues.	Desirable	application form + interview
Experience of working with other organisations to coordinate tenant and/or resident participation.	Desirable	application form + interview
Experience of working to deadlines.	Essential	application form + interview
SKILLS AND ABILITIES		
Excellent interpersonal and communication skills.	Essential	interview
Ability to communicate verbally in a clear, concise and succinct and assertive manner.	Essential	interview
Systematic and organised approach to work.	Essential	interview
Ability to use a variety of IT systems.	Essential	application form + interview

Ability to work on own initiative and as part of a team.	Essential	interview
Ability to prioritise tasks and time manage.	Essential	application form + Interview + references
DISPOSITION/ATTITUDE		
Be both innovative and creative in decision making and problem solving.	Desirable	interview + references
Willingness to be trained and developed.	Essential	application form + interview
Flexible approach to work.	Essential	application form + interview
Professional and self confident, especially with tenants and in meetings.	Essential	interview
CIRCUMSTANCES		
Must be willing to uphold the Values of the organisation	Essential	application form
Ability to demonstrate your use of good practice and anti-discriminatory working and show how you have promoted equality in your team.	Essential	application form + interview
Must be able to work outside of normal working hours at times.	Essential	application form + interview

October 2018
To be reviewed: October 2020