

## Role Profile

Tenant Voice Coordinator

## Reports to:

Assistant Director of Customer Experience

## Team:

Customer Service

## Location:

Morfa Gele (This post is both office and community based with the requirement to regularly travel locally to support service user and wider Tenant Voice activities (including attending meetings and events off site)

## Salary, Hours and Holidays:

Full time, permanent. Grade 6: £32,639 – £34,676 (depending on experience)

## Job Purpose:

In this important role you will be a vital part of leading our customer engagement activities to bring the Tenant Voice into our everyday work.

You'll promote engagement mechanisms and work with colleagues across the business to enhance the way tenants are able to influence the design and delivery of services and make sure that views are representative.

Your work will help us to:

- Ensure compliance and gathering of evidence to meet the Regulatory Standards set out by the Welsh Government for Tenant Engagement
- Provide a central point of knowledge and experience for capturing the Tenant Voice
- Ensure proactive delivery of activities to help us to “Hear the Tenant Voice” Develop consultation approaches to ensure that effective tenant engagement underpins the delivery of our services

## Role Dimensions:

Meeting the expectations of service users, residents, and colleagues' offers complexity to the post as their aspirations are not always aligned with the resources and capabilities of the post holder.

Developing effective relationships with appropriate external agencies and tenant representative bodies such as the Conwy Voluntary Services Council, TPAS Cymru, etc is key to providing an effective Tenant Voice service for attendees and participants.

Tasks in this post are often priority/deadline based. The post holder has the flexibility to decide what order tasks are done, however, all tasks will be expected to be completed to deadline or by priority set. The post holder has the flexibility to develop and design activities and materials and decide how they are delivered (within commonly recognised expectations as to quality and safety and advised budgets).

Examples of the decisions the post can take are:

- Developing and running a range of initiatives within the approved budgets.
- Convene meetings with tenants, colleagues, or partners.
- Authorities and decisions outside this must be referred to the line manager for advice.

## Focus and Key Responsibilities:

- Coordinate the development and delivery of Tenant Voice strategy, action plan and activities, ensuring this supports our Corporate Plan priorities and meets Welsh Government regulatory standards
- Work in collaboration with other colleagues to support them to involve tenants in decision making at all levels of the organisation in a meaningful and rewarding way
- Ensure that Group activities are co-ordinated, facilitated, measured, and reported on as part of the Tenant Voice strategic work.
- Broaden the scope and delivery of tenant voice activities by ensuring that colleagues have the skills, knowledge and processes to enable them to deliver the activities. Act as the main point of contact for colleagues for day-to-day enquiries about Tenant Voice activities.
- Ensure that Tenant Voice activities are co-ordinated and conducted effectively whilst meeting agreed deadlines. Tasks to include, for example, assist with organising, attend and participate in relevant meetings and community focussed events. Plan and issue invitations, agendas and papers, take notes, follow-up communications,
- Maintain proactive contact with all formal Panels, working groups or other long standing tenant voice activities to ensure that they are operating in an open and transparent manner which brings value to the tenants, our stakeholders, and Cartrefi Conwy.
- Maintain accurate mechanisms for recording, sharing and learning from all Tenant Voice activities to ensure clear lines of communication between involved Tenants and, as appropriate, colleagues, the executive directors, senior managers and Board of Management of Cartrefi Conwy; such as consultation outcomes, the shaping of policies and procedures, performance reporting and matters to be referred to the Board or a relevant Board committee.
- Provide clear and accurate communication to tenants to include feedback on the outcomes of tenant involvement, opportunities for further involvement, training, networking along with general promotion of the impact of the tenant voice.
- Collect and collate evidence about the outcomes of the tenant voice to meet the Regulatory Standards set out by the Welsh Government
- Day to day management of the Tenant Voice Budget.

- Encourage and promote the benefits of tenant involvement.
- Carry out surveys and support consultations to gather and assess the opinions of tenants and establish a process by which services can be improved as a result.
- Help ensure tenants are communicated with and consulted effectively in a way that suits them on issues they care about and on how they have influenced and shaped our services.
- Attend meetings and events linked to tenant involvement (some of which may involve evening and weekend working)
- Identify any training and development needs for tenants wishing to be involved and work with appropriate agencies and partners to fulfil the identified needs.

**General**

- The job description is designed to provide a general overview of a role, responsibilities and accountabilities and does not list every requirement.
- Employees are expected to carry out reasonable management instructions and other duties commensurate to the role that are lawful, ethical, within the scope of their duties, and consistent with company policies and procedures.

**Key Relationships:**

<b>External:</b> Tenants – on a daily basis in particular Tenant Voice participants and focus group members, when providing information, advice and guidance in written format (i.e. minutes, reports etc and e-mails) or face to face or over the telephone.
<b>Internal:</b> Customer Services, Neighbourhoods, Property Services and Governance Teams daily, to seek advice and provide updates about Tenant Voice activities

**Person Specification**

**Qualifications:**

	<b>Essential/ Desirable</b>	<b>Assessed by?</b> Application (A) or (Curriculum Vitae (CV)/ Covering Letter (CL) for senior roles) I – Interview (I) or Ability Test
Relevant qualification or proven experience of working within a housing/community development or related post.	E	C/A

## Knowledge and Experience:

	Essential/ Desirable	Assessed by?
Experience of collating information and evidence and producing reports	E	Ability & A/I
Previous experience working directly with the public in a customer focused/ community related environment.	E	A/I
Previous experience of budget management.	HD	A/I
Previous experience and knowledge of evaluation methods to be used in measuring the impact of community activities	D	A/i
Experience of organising and leading events for tenants (or similar)	D	A/I
Experience of establishing and working with Tenant and Resident Associations and local councils	E	A/I

## Skills:

	Essential/ Desirable	Assessed by?
Accuracy & attention to detail	E	Ability test
Ability to write and deliver communications for different audiences, from board reports & policies to newsletter articles, tenant events.	E	A/I
Ability to demonstrate and lead a customer first approach	E	A/I
Organisational / Project Management Skills	D	A/I
Ability to work with others and on own initiative	E	A/I
Microsoft Office; Outlook, Word (Intermediate), Excel and Power Point (Basic).	E	Ability test
Presentation Skills	HD	I
The ability to communicate fluently both verbally and in writing through the medium of English	HD	A/I
The ability to communicate fluently both verbally and in writing through the medium of Welsh	HD	A
Ability to drive in the UK with access to own vehicle (if relevant for the role)	HD	A

## Cartrefi Commitments

<b>Cartrefi Commitments</b> ; all colleagues must be able to commit to;	Essential/ Desirable	Assessed by?
<b>Do the right thing</b> - always aim to do the right thing, even when no one is watching. Show integrity in every action.	E	Interview
<b>Lead by example</b> – Be proactive and solution-focused, taking personal responsibility.	E	Interview



<p><b>Stronger together</b> – Work as one team. Communicate openly and effectively, supporting each other, treat everyone with respect. Together, we achieve more.</p>	E	Interview
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**Equal Opportunities Statement** Cartrefi Conwy are committed to Equality and Diversity in our activities and welcome applications from all qualified candidates.

\*Where disability precludes, this will be reviewed with the candidates at the interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.

**Data Protection:** Your personal data will be handled in accordance with GDPR and the Data Protection Act 2018. We will use your data solely for recruitment purposes and will not share it with third parties without your consent.