

Resident Involvement Project Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

- Implement the Resident Involvement Strategy, providing a variety of ways for residents to be involved informally both at a neighbourhood level and across Southern Housing
- Deliver neighbourhood involvement projects that meet resident and business needs.
- Organise and deliver a range of involvement events, forums and workshops.
- Act as an internal expert and advisor on resident involvement issues.
- Encourage and enable residents to influence services and improve the business.

The location

You'll be based at our office in Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

Lead Southern Housing's engagement with residents on neighbourhood issues to deliver positive outcomes for residents and the organisation

- Design and deliver bespoke involvement projects to engage with residents on a wide range of neighbourhood issues
- Work with colleagues in housing, estate services, and other frontline teams to design involvement projects which meet their business needs
- Deploy a variety of engagement channels to reach a representative range of residents, including face-to-face, telephone, digital and other methods
- Provide feedback to operational teams to ensure residents' views are used to improve services and to resolve issues in our neighbourhoods
- Ensure all involvement projects contribute towards the organisation's strategic objectives, are outcome led and provide value for money
- Support and encourage bottom-up resident activity in our neighbourhoods, including supporting Tenant and Resident Associations and helping resident groups to access external funding
- Deliver involvement activities which are accessible to all residents, promoting diversity and inclusion

Develop and lead involvement, consultation and engagement activities

- Provide a range of dynamic and flexible informal resident involvement activities, including workshops, resident forums, ad hoc meetings and events to meet business and resident need
- Use a variety of channels to reach and involve residents, including both face-to-face and online tools
- Support organisation-wide service changes, including providing advice and guidance to teams needing to consult with residents on improvements to their service or those teams running their own resident involvement initiatives
- Deliver involvement activities and resident consultations for Resident Strategy Group and resident panels, to gather residents' views which inform decision-making in the resident governance structure

Work closely with Regional Residents' Panels the Neighbourhood team and supporting staff to:

- Contribute towards the work plan for a region, ensuring a coordinated approach with involved teams, to support their identified priority areas
- Seek out new ways to engage with our residents to capture diverse resident views and feedback
- Ensure there are links between informal resident involvement activities and resident groups and the formal resident governance structure

Recruit and support new residents into formal resident governance groups and co-creation projects, including:

- Working with the Resident Involvement Recruitment and Development Lead, to identify skills and diversity gaps, to target recruitment
- Use regional informal activities as a way of getting new people involved more formally, to maximise the number of residents involved at Southern Housing
- Working with the other RI Project Officers, maintain a 'talent bank' of residents. Prepare them to join the resident governance structure or other opportunities in the future, by keeping in touch, providing training, confidence building and supporting their involvement in informal activities
- Assist with delivering resident training sessions, where required, as part of the Learning and Development Offer

What you'll need:

Knowledge

Essential:

- Experience of listening to and acting on resident / customer views
- Experience of facilitating meetings, events and focus groups
- Experience of working in a customer-facing role
- Knowledge of key factors and methods required to sustain, promote and ensure effective resident / customer involvement and consultation
- An understanding of different customers' needs and working in an inclusive way

Desirable:

- Knowledge of the housing sector
- Experience of using customer feedback as a means of influencing decision making / improving services
- Experience of using multiple digital channels to engage with residents virtually
- Experience of working with a CRM database (or similar) to maintain customer records, manage tasks and log information

Skills

Essential:

- Excellent communication skills
- IT skills, including Microsoft Office products
- Persuading and negotiating skills
- Event management skills

Desirable:

- Project management skills

Abilities

Essential:

- Build and maintain effective working relationships with people internally and externally
- A positive, 'can-do' attitude
- Can empathise, listen carefully and build trust with customers.