



JOB DESCRIPTION

JOB TITLE:	Resident Involvement Officer
LOCATION:	Newlon House
SALARY:	£33,443 per annum
REPORTING TO:	Resident Involvement Manager

PURPOSE

To work with the Resident Involvement Manager in developing and facilitating specific resident participation and consultation initiatives and in promoting resident involvement in these. To support existing resident groups and to develop and promote new groups.

To advocate for Resident Involvement, as outlined in the Resident Engagement Strategy with colleagues at Newlon, and to ensure that Resident Involvement remains meaningful and effective, and that the Residents' voice has impact on how services are delivered.

As part of the Service Improvement Team, a key function of this post will be to engage with residents using a variety of mechanisms to improve services overall, ensuring Newlon follows best practice, and our procedures, policies and strategies deliver quality services for our residents. It will also ensure that resident experience and feedback is built into service improvement on an on-going basis.

Newlon's service standards are based on the objectives of respect and inclusivity, being trusted and reliable, as well as being empathetic to our residents. All Newlon colleagues put customer service at the heart of their work by building these standards and objectives into their day-to-day work, approach, and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our residents if they encounter service failure.

In addition to having a constant but variable workload set out below, the post holder may be expected to undertake specific projects aimed at improving services and assisting the work of the organisation generally.

The post holder is expected to attend evening meetings and occasional weekend events.

	Key Tasks, Responsibilities and Objectives	Competence Areas	Performance Standards and Outcomes
1.	To assist in the ongoing review of Newlon's Resident Engagement Strategy.	<p>Judgement and Decision Making</p> <p>Customer Focus</p> <p>Achieving Results and Quality Focus</p> <p>Planning and Organising</p> <p>Liaising and Networking</p> <p>Business Awareness</p> <p>Managing Change and Innovation</p>	<p>To assist in the regular review of existing structures of resident consultation and engagement to ensure that they are appropriate and continue to reflect the needs and desires of residents.</p> <p>To work with the Resident Involvement Manager and Head of Service Improvement, on new and existing models of resident consultation and engagement to promote an open and effective partnership between the residents and Newlon.</p> <p>Be familiar with principal developments in good practice, regulatory changes and legal requirements of landlords around resident involvement and regularly inform staff of these.</p> <p>Develop initiatives to increase effective resident consultation/involvement.</p>
2.	To work with the Resident Involvement Manager in supporting existing residents' groups, including the Residents' Forum, and develop and encourage new groups to grow.	<p>Customer Focus</p> <p>Influencing and Negotiation</p> <p>Communication</p> <p>Planning and Organising</p> <p>Working with Others/Teamwork</p>	<p>To support the Residents' Forum.</p> <p>To liaise and actively negotiate with local residents' groups, maintaining relationships and working with other Newlon staff and stakeholders, leading to residents' groups being more involved in the running of their own homes, estates, or neighbourhood.</p> <p>Represent Newlon at meetings both at Newlon offices and in the community when required, taking the lead, and ensuring effective and appropriate communication with the residents following the meeting. This will involve coordination and communication with colleagues.</p>

			<p>Identify areas where residents' groups can be formed and work with other staff in the Trust to develop these.</p> <p>Identify and arrange appropriate training on skills necessary for successful consultation and negotiation for relevant resident group members.</p>
	Key Tasks, Responsibilities and Objectives	Competence Areas	Performance Standards and Outcomes
3.	To assist in the development of resident participation activities, which includes consultation and research initiatives.	<p>Communication</p> <p>Planning and Organising</p> <p>Customer Focus</p> <p>Financial Awareness</p>	<p>To undertake specific projects setting research objectives and monitoring targets against these.</p> <p>To communicate effectively and efficiently with a range of audiences.</p> <p>To write reports and be able to present data clearly and effectively to a range of audiences.</p>
4.	To liaise and consult with residents regarding Newlon's service delivery.	<p>Customer Focus</p> <p>Innovation and Problem Solving</p> <p>Judgement and Decision Making</p>	<p>Develop, design, and carry out surveys on particular aspects of service, including satisfaction surveys.</p> <p>Ensure that Newlon provides quality services, meeting the needs of our diverse residents.</p> <p>Make recommendations as to how services can be improved, through identifying common themes raised by residents and providing feedback loops, so we can evidence 'You Said We Did'.</p> <p>To contribute to Newlon's newsletter, evidencing how Newlon's Resident Engagement Strategy has been implemented through its life cycle.</p>

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5	To promote equal opportunities and diversity in all aspects of resident participation.	Customer Focus Communication	To ensure that Newlon's resident consultation and participation structures reflect the diverse communities within which we deliver services. To actively encourage under-represented groups.
6	To take ownership for ensuring that all engagement activities are documented and evidenced.	Planning and Organisation Communication Innovation and Problem Solving Financial Awareness	To work with the Resident Involvement Manager to develop appropriate systems to enable reporting on Resident Involvement activities and training. Reports will be required for Board, Executive Team and Residents' Forum. These systems will enable the measuring of both individual levels of engagement, the type of engagement as well as overall levels of engagement. These systems will also allow the effective financial management of budgets. These systems will ensure effective and efficient working.