

**JOB PROFILE:** Resident Involvement Manager

**RESPONSIBLE FOR:** All resident groups

**PURPOSE:** Responsible for engagement, participation, consultation, recruitment and involvement of Teign Housing residents.

Promote, and champion Resident Involvement throughout Teign Housing, and to empower the Resident voice throughout the organisation.

Take responsibility for identifying and managing risks related to your area of the business and put in place appropriate controls to ensure those risks are effectively mitigated.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

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| **1.** | Lead on the delivery of resident engagement activity and provide a professional and high quality service to residents |
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| **2.** | Support and facilitate the existing resident involvement groups – Tenants’ Forum, Scrutiny Panel and Service Board. Provide administrative services and detailed minute taking for each meeting, including some evening meetings. This will also include facilitating some residents attendance, should the need arise. |
| **3.** | Identify new opportunities to engage with residents, and ensure an appropriate induction of new involved residents, and to support them through this, by being their first point of contact. |
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| **4.** | Manage and monitor the Resident Involvement Policy, ensuring that residents are meaningfully involved. |
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| **5.** | Promote and develop meaningful resident engagement and involvement with Teign Housing so that the needs and aspirations of more residents can help shape our services. Use Teign Housing’s online platform to engage a wider audience. |
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| **6.** | Support local residents’ groups to register with Teign Housing each year and apply for funding. |
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| **7.** | Source and provide training for involved residents as required. |
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| **8.** | Facilitate the work of Teign Housing’s Scrutiny Panel from the identification of a review area through to production of report to Board and SMT. Ensure action plans detailing outcomes are updated and monitored on a quarterly basis. |
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| **9.** | Promote resident involvement through partnership working between teams, residents and relevant agencies to improve communication with residents and provide better opportunity for feedback to improve services and customer insight. |
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| **10.** | Manage and administer Teign Housing’s Community Chest Awards in conjunction with the Tenants’ Forum, and manage the Annual Garden Competition |
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| **11.** | Responsible for the management of the resident involvement budget. |
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| **12.** | To be familiar with the requirements of the Regulator for Social Housing with regard to the Consumer Standards, The Charter for Social Housing Residents and the National Housing Federation’s Together with Tenants charter and any future initiatives in relation to engaging with residents. |
| **13.** | Support the PR and Communications Lead in the monitoring of Teign Housing’s social media as required.  14. To facilitate resident involvement at other meetings, or groups including those held by other members of staff. |
|  | **Health and Safety Responsibilities**   1. Take responsibility for own Health & Safety and not to put others at risk. 2. It is the responsibility of managers to ensure their team is working safely and to have appropriate risk assessments in place. 3. To follow all guidance, policies and procedures associated with health and safety and ensure any risk assessments for this role have been read and understood. 4. To comply with all health and safety legislation and regulations associated with the role. If in doubt, contact the Health and Safety Team for help and support. |
| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Line Manager from time to time. | | |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………