Housing Engagement and Inclusion Officer

Job Description

1. POST DETAILS

Business Centre:	Housing
Division:	Service Improvement Team (Housing)
Post Number:	E0032
Working Hours:	37
Grade:	RBC 5
Work Base:	Civic Centre
Prepared/Agreed by:	Angela Horsey, Service Improvement Manager
Date:	November 2026

2. ORGANISATIONAL RELATIONSHIPS

Reports to:	Service Improvement Manager
Deputising Responsibility:	N/A
Directly Supervises:	N/A
Indirectly Supervises:	N/A

3. JOB PURPOSE AND OBJECTIVES

- To develop innovative and inclusive approaches to tenant engagement that increase participation, strengthen tenant influence, and demonstrate how resident feedback shapes service delivery, decision-making and continuous improvement.
- To use tenant feedback and performance information to evidence to tenants their impact on services, policies and outcomes.
- To ensure engagement opportunities are inclusive, accessible and representative, identifying and reducing barriers to participation.
- To provide accessible support so that all tenants have opportunities appropriate to their diverse needs to express their views and to influence and scrutinise our strategies, policies and services.
- To assist in communicating to tenants how their views have been considered.
- To assist evidencing compliance with regulatory standards.

4. MAIN DUTIES OF THE POST

- To be responsible for giving tenants a wide range of meaningful opportunities to influence and scrutinise Housing strategies, policies and services.

- To evidence and communicate to tenants how their views, feedback and scrutiny activities have influenced decisions, policies and service improvement.

- Identify, test and implement new and innovative approaches to resident engagement, ensuring opportunities remain accessible, meaningful and attractive to a diverse range of tenants.

- Make effective use of systems such as Microsoft Forms, Excel, Power BI, and other digital tools to collect, analyse and present resident feedback.

- To promote digital inclusion and innovation, while ensuring that traditional methods of engagement are retained as appropriate.

- To help make the delivery of housing services fairer and more equitable by ensuring all tenants have opportunities, appropriate to their diverse needs, to express their views and to influence and scrutinise our strategies, policies and services.

- To help ensure that regulatory requirements regarding tenant engagement are met.

- In collaboration with colleagues, to ensure residents are communicated with and consulted effectively.

- To carry out resident engagement activities, consultation, liaison and surveys and to provide updates on feedback given in order to improve Housing services.

- Develop engagement opportunities that reach under-represented groups and tenants who have not traditionally engaged with housing services.

- Maintain accurate records of engagement activity and outcomes to support regulatory compliance and performance reporting.

- To assist in developing and maintaining high-quality content for the website, online services and social media; and in the production of newsletters and annual reports.

- To evaluate the effectiveness of engagement and communication methods and use the findings to inform continuous improvements.

- Ensure effective capture of feedback from tenants, service users and stakeholders, including complaints, to drive continuous improvements to Housing services.

- To support tenant scrutiny and review activities, ensuring tenants are able to hold services to account and contribute to continuous improvement.

- To occasionally assist with the preparation of statistical and regulatory returns, Freedom of Information, Subject Access and similar requests; and other tasks which facilitate service improvements for customers.

- To support the response of the Council in the event of a borough emergency.

- To be familiar with and comply with corporate and local Safeguarding policies and procedures.

General

The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.

Person Specification

Please indicate whether the criteria is assessed against the application form or interview by using a ✓ in the columns to the right.	**Method of Assessment**	
	App Form	**Interview**
Essential Qualifications A-level, BTEC, equivalent qualification or demonstrable relevant experience	✓	✓
Desirable Qualifications Degree or equivalent	✓	✓
Essential Working Experience Experience of engaging with customers, residents or communities and building positive relationships with diverse groups. Experience of producing clear, accurate and engaging written communications for different audiences. Experience of working collaboratively across teams to deliver outcomes in a busy and changing environment.	✓ ✓ ✓	✓ ✓ ✓

Desirable Working Experience		
Resident engagement, tenant participation or community engagement.	✓	✓
Designing and delivering innovative engagement initiatives.	✓	✓
Promotion of digital inclusion	✓	✓
Managing satisfaction surveys	✓	✓
Collecting, analysing and acting on customer feedback	✓	✓
Working within social housing, local government or a regulated environment.	✓	✓
Essential Skills/Attributes		
Ability to evidence and demonstrate how tenant feedback has influenced decisions, service improvements and organisational learning.	✓	✓
Excellent interpersonal and relationship-building skills, with the ability to engage confidently with residents, colleagues, partners and stakeholders.	✓	✓
Strong digital skills, including Microsoft 365 applications such as Teams, Excel, Forms, PowerPoint, Word and Copilot.	✓	✓
Collecting feedback and customer insight	✓	✓
Good understanding of best practice in producing newsletters and other effective customer engagement methods	✓	✓
Good understanding of the use of digital engagement methods and of good practice in increasing digital inclusion	✓	✓
Accuracy and attention to detail	✓	✓
Desirable Skills/Attributes		
Project management	✓	✓
An understanding of the regulatory requirements of a registered provider of social housing	✓	✓
Essential Personal Qualities		
Enthusiastic and passionate about involving residents in shaping services.	✓	✓
Resilient and adaptable team-player	✓	✓
Ability to work proactively and to organise a personal workload to meet competing demands and tight deadlines	✓	✓
	✓	✓

Good interpersonal skills with the ability to develop and maintain positive, collaborative relationships with a wide range of colleagues and customers	✓	✓
The ability to develop a good understanding of registered social housing landlord services, and the regulatory requirements in relation to tenant engagement.	✓	✓
Good understanding of how digital engagement can play an important role in resident involvement, engagement and consultation activities	✓	✓
Well organised and self-motivated, demonstrating the capacity to plan and manage competing and conflicting demands to achieve tasks on time, within allocated resources and agreed priorities.	✓	✓
Excellent verbal and written communications skills with a high degree of accuracy.	✓	✓
Able to communicate complex information in a way that is easy to understand and digest for a diverse audience.	✓	✓
Demonstrable ability to work effectively with others to achieve goals.		
Desirable Personal Qualities Proactive approach to networking and to learning new skills	✓	✓
Other Requirements Availability to attend occasional evening or weekend events	✓	✓