

Job Description and Person Specification Profile

Job Title: Resident Engagement Officer

Job ID: N04

Service: Strategic Property

Grade: F

Reporting to: John Atkinson

The Role

This role will play a pivotal role in the delivery of the Warm Homes: Local Grant programme and contribute to the delivery of the Tameside Housing Strategy, engaging directly with residents to communicate information about Warm Homes: Local Grant funded opportunities to improve the energy performance of their homes.

Main Duties and Responsibilities include:

Key responsibilities:

- Liaise effectively with Tameside MBC teams and GMCA colleagues to promote retrofit programmes by co-creating and distributing promotional material.
- Identify, develop relationships, and work with external VCFSE organisations to promote retrofit programmes with the communities they serve.
- Develop, implement, and deliver resident and landlord engagement activities both in person and digitally. This will be both specific to the Tameside MBC and collaboratively with other Resident Engagement Officers and the Senior Project Manager across Greater Manchester.
- Act as first point of contact for resident and landlord retrofit enquiries within Tameside.
- Advise residents and landlords on retrofit measures to direct them to the best approach for their home.
- Support residents and landlords to apply for funding through GMCA's Retrofit Portal, including the collation and submission of the evidence required to prove eligibility.
- Support residents and landlords who require additional assistance, for example, due to vulnerability, a lack of IT skills, or English not being their first language.
- Support effective communication between installers and the residents and landlords receiving retrofit measures, including attending site meetings.
- Investigate and resolve any complaints, disputes, problems, and queries, acting as the primary point of contact and escalating the matter where required.
- Maintain accurate notes and records of issues raised and action taken.
- Collate data on activities and delivery for internal and external reporting requirements.

General:

- Play a key supporting role in delivering retrofit in line with the GM 5-year Environment Plan and Retrofit Action Plan.
- Deliver high levels of customer service to ensure effective communication of the rules and requirements of the different funding programmes, and support residents and

landlords as required in communicating with installers to ensure good relations are maintained.

- Be both self-sufficient and able to take direction from the Senior Project Manager and other stakeholders in the effective delivery of resident and landlord engagement.
- Ability to keep detailed records and provide information to the Senior Project Manager for reporting requirements.
- Undertake relevant training as required to deliver the role.
- Ensure strict compliance with Health and Safety requirements.
- Ensure strict compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act in relation to any data gathered from residents and landlords. This includes compliance with data retention and deletion requirements.
- Work collaboratively and positively with internal and external teams on cross cutting work as and when required.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About You

Your essential qualifications

- 5 GCSE/O level: to include Maths and English

Your essential skills, knowledge and experience

- Knowledge of energy efficiency, fuel poverty, and housing retrofit.
- Experience of providing advice and guidance in a customer facing environment.
- The ability to create and manage your own workload as well as taking direction to ensure days are planned to maximise outcomes.
- The ability to work effectively in a fast-paced environment and take decisions independently when required.
- The ability to work collaboratively and positively with colleagues where your work interacts with other workstreams to ensure best outcomes.
- Excellent verbal communication skills, including the ability to confidently speak with people of various educational, social, and ethnic backgrounds individually and in groups.
- Excellent written communication skills, including the ability to competently write emails, letters, and reports.
- Good level of numeracy.
- Good level of IT literacy in MS Office (Outlook, Word, Excel, PowerPoint) and data management and analysis.
- High level of accuracy and attention to detail with a strong commitment to high-quality work.
- Strong interpersonal, influencing, negotiating, presentation, and promotional skills.
- Be confident and enthusiastic, flexible and adaptable, organised and methodical, punctual and reliable.
- Ability to self-motivate, show initiative, and generate ideas to achieve the best outcomes.
- Committed to public service and partnership working to deliver high quality programmes that improve outcomes for the residents of Tameside.
- High standard of integrity and ethics, together with the ability to maintain professional standards and trust that reflect positively on Tameside Council.
- Capacity to cope with ambiguity, challenges, pressures, and setbacks in a positive and resilient manner, working independently and as part of a team to find solutions.
- Understanding of and commitment to the promotion of equality and diversity.
- Ability to work with tact and diplomacy, showing care and consideration for others, particularly when working with residents who may be classed as vulnerable.
- A desire to constantly learn, welcome constructive feedback, and reflect on own practice.
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English

If you have the following experience or qualifications – then that's great!

- Experience of delivering in-person engagement events in various setting, ideally events that have been organised by the individual.
- Experience of working with database systems.
- Experience of providing support to people who require additional assistance, for example, due to vulnerability, a lack of IT skills, or English not being their first language.

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

