Your job

Job Title: Tenant Voice Officer

Service: Place – Repairs, Maintenance & Customer Experience

Grade: 6

Reporting to: Nikki Freeman

In Wigan, our overall aim is to support the development and maintenance of thriving, inclusive, healthy, and happy neighbourhoods where people are proud to live and have fulfilled lives.

The Progress with Unity plan is a place movement for change for the next decade, bringing a new era for Wigan Borough. It draws on the strengths of our individual organisations, recognising that together we can achieve much more for our communities by delivering on our 2 place missions; create fair opportunities for all children, families, residents and businesses and make our towns and neighbourhoods flourish for those who live and work in them.

The Tenant Voice Team is part of the wider Repairs, Maintenance and Customer Experience service, working together to deliver high-quality homes and excellent customer service. Our team is passionate about listening to tenants, amplifying their voices, and ensuring their feedback shapes the services we provide. We're committed to continuous improvement, collaboration, and making a real difference in our communities.

The Tenant Voice officer is an exciting role, and we are seeking candidates who are an innovator and passionate about tenant engagement, you will deliver an excellent service, building strong and lasting partnerships with our tenants, ensuring they can influence, improve our services and be at the centre of our decision-making processes. As a great communicator you will work with other teams and agencies to ensure a great partnership approach, with a focus on ensuring the voice of the tenant is at the heart of everything we do achieving great outcomes.

You will be expected to support with service development and work alongside wider colleagues and partners to improve relationships with tenants and promote a diverse and inclusive range of engagement methods ensuring tenants are placed before process.

While driving is not essential for the Tenant Voice Officer role, the postholder must be able to travel across the borough to attend meetings, visit neighbourhoods, and engage with tenants in a variety of local settings.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Support the team with the implementation, and ongoing promotion of the tenant engagement strategy, ensuring it remains responsive to tenant needs and embedded across service delivery
- Deliver changes in tenant engagement, strengthening the tenant voice, driving up customer satisfaction.
- Support engagement with current tenant community groups and facilitate the development of new groups.
- Create new and innovative volunteer opportunities for tenants to engage with to shape and improve our services.
- Support and enable tenant groups and individuals to create change and opportunities within their community.
- Support Individual tenants to engage with the wider housing services through volunteer roles, steering groups, and surveys.
- Create and deliver innovative digital engagement methods to engage with a wider audience.
- Work closely with colleagues from across the organisation to review engagement practices and to identify opportunities for

enhancement, with a particular focus on how tenants influence strategic decision making.

On an ongoing basis you will:

- Actively seek and create partnership opportunities to collaborate in the delivery of projects and events that will deliver benefits to our tenants.
- Support in the design and implementation of new service delivery arrangements within the place to ensure effective asset-based approaches.
- Undertake specific projects and initiatives to improve participation with groups under-represented in current tenant engagement structures and forums.
- Ensure tenants are involved at every stage of service design and service improvement. Support the tenant panels to enable effective challenge of services.
- Support groups to apply for, monitor and evaluate funding.
- Collaborate with other Housing providers and national bodies identifying best practice around tenant engagement.
- Building strong relationships with our contractors Social Value Teams, to aid connecting residents with new skills, training opportunities, tools and networks.
- Ensure an excellent customer-centred service is always provided.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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In this job you will need:

You must be able to demonstrate the following essential requirements:

- Level 3 Qualification in Housing or a related field or have an equivalent level of lived experience.
- Understanding or willingness to learn and understand relevant legislation.
- Good people skills with the ability to build positive working relationships with tenants, partners and stakeholders.
- A clear commitment to tenants and improving services, never losing sight of the people we provide services to.
- Creative problem solver, with the ability to find positive solutions.

- Empathetic approach, working to provide dignity, respect, and inclusion to all.
- Excellent decision-making skills and ability to ask the right questions, break down problems and produce innovative solutions.
- The ability to work on your own and as part of a team.
- Excellent listening and communication skills.
- Effective organisational skills.
- IT skills with the ability to work with a range of software programmes.
- Previous experience of customer involvement, community development activities and working with a diverse customer group
- Previous experience of dealing with vulnerable people and engaging hard to reach group

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	"Take pride in all that you do and support and develop yourself and others."
Be Accountable	"Be responsible for making things better, enabling change and supporting improvement."
Be Courageous	"Be open to doing things differently and working collaboratively with others."
Be Kind	"Be helpful, generous and thoughtful towards yourself and others."