Job description

Job title: Tenant Involvement Assistant

Post No:

Grade: Band 6

Directorate: Housing and Communities

Reports to: Tenant Engagement and Regulatory Compliance Lead

At Melton Borough Council we are committed to delivering high quality homes and accountable landlord services. Key to this is ensuring meaningful engagement with tenants, and a continued focus on regulatory compliance.

Purpose of the job

To provided dedicated project support to the Tenant Engagement and Regulatory Compliance Lead, assisting in the coordination and delivery of tenant engagement activities, regulatory compliance and service improvement projects.

This role will involve supporting project planning, administration and communication tasks to ensure effective delivery of engagement initiatives and regulatory commitments. The postholder will also help analyse tenant data, prepare reports and contribute to enhancing the council's tenant-focused services.

Main areas of responsibility

- To support the Tenant Engagement and Regulatory Compliance Lead in delivering tenant engagement and compliance projects, ensuring effective coordination and administration.
- Assist in organising and delivering tenant engagement activities, such as meetings, forums and consultations.
- Provide administrative support for engagement initiatives, including preparing agendas, taking minutes and ensuring follow-up actions are completed.

- Maintain and update tenant engagement records, ensuring information is accurate and accessible.

- Assist in the production of reports, data and other management information as required by the Tenant Engagement and Regulatory Compliance Lead.

- Support the development of communication materials, including newsletters, reports and digital content to promote engagement opportunities and service updates.

- Organise and support the facilitation of online and in-person engagement sessions, ensuring inclusive and meaningful participation.

- Assist in the Council's work towards Tenant Participation Advisory Service (TPAS) accreditation, supporting the review of policies and practices to meet best practice standards.

- Support the development and implementation of digital engagement tools, including online surveys and social media campaigns.

- Work collaboratively with colleagues across the Housing and Communities directorate to support the effective delivery of services to tenants.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Person specification

Qualifications and Professional Development

- GCSE Maths and English or equivalent.
- Commitment to ongoing professional development to enhance skills and knowledge to housing and tenant engagement.

Experience

- Experience of providing administrative or project support in housing, tenant engagement or regulatory compliance setting.
- Experience in organising meetings, preparing reports and supporting engagement activities.
- Understanding of tenant engagement principles and the importance of ensuring residents have a voice in shaping services.
- Experience in collecting and analysing data to support service improvement.
- Familiarity with performance monitoring and reporting, particularly in local government or housing environment (desirable).

Skills and Knowledge

- Developed organisational and project coordination skills, with the ability to manage multiple tasks efficiently.
- Excellent communication skills, both written and verbal, with the ability to engage with tenants, staff and external stakeholders.
- Proficiency in the use of Microsoft office (Word, Excel, Powerpoint, Teams) and ability to use online survey tools.
- Experience in using social media platforms and digital engagement tools to support tenant participation (desirable).
- Ability to work both independently and as part of a team, demonstrating initiative and flexibility.

- An understanding of the Consumer Standards for Social Housing Sector and their relevance to housing services (desirable).

- Awareness of the equalities legislation and best practice in ensuring inclusive tenant engagement.

Other requirements

- Ability to work flexibly, including occasional evening meetings or tenant events.