



Job description

Job title:	Community Engagement Coordinator
Responsible to:	Customer Services Manager
Responsible for:	N/A
Purpose of the post:	To promote resident engagement activities to all Hastoe residents, supporting them to better scrutinise Hastoe's performance and services. To use data to monitor overall resident engagement levels. To inspire and mobilise Hastoe colleagues around the importance of resident and community engagement.

Key areas of responsibility:

1. To promote resident and community engagement activities to all Hastoe residents, making sure that shared owners and leaseholders have a voice as well as tenants.
2. To plan and run engagement activities through scrutiny groups, face-to-face contact and digital channels; to record and track outcomes from resident engagement activities from across the business.
3. To develop training programmes for engaged residents, to help them better scrutinise Hastoe's performance and services and be meaningfully engaged.
4. To ensure engagement with a diverse range of residents, reflective of the wider resident population.
5. To manage different channels of feedback and data, to gain an insight into key trends; to identify areas for improvement and to help implement solutions.
6. To promote resident engagement within Hastoe.
 - a. By gathering data from colleagues on what residents are saying
 - b. By ensuring that colleagues understand the obligations and benefits of engaging with residents to improve our services.



7. To assist the Customer Services Manager in the development and delivery of the annual Resident Engagement plan, working with residents and teams across Hastoe in the review and development of the plan.
8. To act as the organisational contact for engaged residents, to deal with their engagement enquiries and signpost them to other parts of the business as required.
9. To ensure that engagement activities meet the requirements of the Regulator of Social Housing and any other regulations.
10. To ensure that information available to residents in respect of engagement opportunities is kept up to date on our website.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.

Person specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• Good general level of education (minimum of A-Levels or equivalent qualification).	
Skills and Experience	<ul style="list-style-type: none">• Experience of engaging with service users in the development of services.	<ul style="list-style-type: none">• Experience of working within a social housing environment.



	<ul style="list-style-type: none">• Ability to analyse data from different channels and identify themes for improvement.• Experience of training and developing engaged service users.• Experience of delivering events to engage with service users.• Good IT skills.• Excellent written and verbal communication skills to a range of audiences.• Excellent organisational and prioritisation skills.	<ul style="list-style-type: none">• Experience in creating briefing documents.
Personal Attributes	<ul style="list-style-type: none">• A flexible and enthusiastic approach.• Creativity with the ability to think 'outside the box'.• Works well with others and easily approachable.• Can influence others in the achievement of organisational goals.• Looks to resolve problems and likes to be challenged.	