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| **Job title:**  | **Tenant Involvement Officer** |
| **Reports to:** | **Head of Tenant Experience** |
| **Perm or contract:** | **Permanent** |
| **Full-time or part-time:** | **Full-time** |
| **Location:** | **Manchester** |

**About Golden Lane Housing Limited**

Golden Lane Housing Limited is a Community Benefits Society who works with people with a learning disability to provide supported housing around which they can build their lives and to help tackle the immense challenges that people with a learning disability face in finding a home.

**Our vision**: Our vision is a world where everyone with a learning disability has opportunities to access good quality housing that meets their needs.

**Our values:**

* **Caring:** we support our tenants and colleagues and help them to achieve goals.
* **Listening:** we involve tenants in the review and design of housing services.
* **Honesty:** we build trust with tenants and families with fairness.
* **Reliable:** we are dependable and trusted to keep our standards and commitments.
* **Creative:** we work together in many different ways for great results

**About the role**

The role holder will coordinate the implementation of Golden Lane Housing tenant involvement plan across all service areas.

Will develop relationships with other agencies and groups, which will compliment, add value to and empower GLH tenants in the delivery of excellent customer engagement, will proactively work with GLH Trustees, staff, stakeholders, and tenants to develop and advance GLH’s approach to customer involvement and ensure the delivery of an excellent customer involvement model.

**Responsibilities**

* Lead the delivery of the Tenant Involvement Plan, ensuring all activities align with regulatory requirements, GLH policies, and best practices.
* Develop and maintain effective working relationships to enhance tenant involvement and participation across GLH services.
* Take responsibility for supporting tenants on the More Voice More Choice Tenant Panel
* Support tenant participation for those involved with the Board and the Tenant Working Together group, a sub-committee of the GLH Board.
* Design and produce accessible content for tenant involvement initiatives, tailored to individuals with learning disabilities.
* Lead or co-facilitate tenant forums across all GLH service areas, ensuring inclusivity and active participation.
* Coordinate and oversee tenant involvement events, managing all aspects to ensure successful outcomes.
* Stay informed about regulatory requirements, industry best practices, and emerging trends in tenant involvement.
* Ensure tenants receive timely feedback on tenant involvement activities.
* Prepare and present reports for internal stakeholders, including the Board, colleagues, and tenants, providing clear and insightful updates on tenant involvement progress.
* Engage and present regularly to senior leaders, executives, and the Board to communicate developments and innovative ideas.
* Take the lead in generating and implementing new and creative approaches to enhance tenant involvement.
* Identify and address training and development needs for both GLH staff and tenants through involvement activities.
* Assist in the development and implementation of effective systems and processes for accurately recording and reporting tenant involvement activities.
* Collect and analyse data from tenant involvement activities to inform future decisions and improvements.
* Manage the onboarding process for new involved tenants, ensuring a smooth and engaging experience from the start.

**Candidate requirements**

* CIH National Certificate in Housing – Tenant participation pathway
* Extensive travel and overnight stays are required so flexibility and a full UK driving license are essential
* Experience of working with people with learning disabilities and or vulnerable people
* Experience of training and facilitation
* IT skills- Word, Excel, Micro soft Publisher
* Data management and reporting skills
* Good project management skills
* Ability to work collaboratively with a wide range of groups and people.
* Ability to work alone, using own initiative.
* Great communication skills verbal written and social media.
* Ability to tailor communication methods to people with a learning disability.
* Excellent organisational skills, can prioritise tasks and meet deadlines.