

# Job title: Resident Engagement Manager

Line manager: Head of Resident Engagement

Grade (if applicable): 3

Direct reports: 5



## Role purpose:

**To lead on Resident Engagement by developing, organising and coordinating strategic, regional and local engagement activities across Peabody.**

You'll have evidence of embedding the Transparency, Influence and Accountability Standard across all your work, of managing a team and driving a high performing resident first culture which exceeds our regulatory obligations. You'll work with residents across our 108,000 homes to ensure all tenures are given a wide range of opportunities to influence Peabody at every level of the organisation.

## Key results:

- Lead on resident engagement, co-design, consultation and scrutiny.
- Work closely with the Resident-Led Panel to embed the Co-design Action Groups recommendations.
- Develop and deliver the Peabody Resident Engagement Strategy, demonstrating listening and acting, upskilling teams and the organisation in resident engagement, ensuring resident feedback leads to demonstrable and tangible changes.
- Lead, implement and evolve our approach to scrutiny with residents. Put in place and embed mechanisms by which residents can scrutinise our performance and suggest areas for improvement.
- Create dynamic, effective, and innovative partnership approaches, using in-person, digital engagement and formal and informal methods of engaging residents, increasing the scope and levels of participation, and ensuring all communication channels are fully utilised to maximise reach.
- Develop ways in which we can engage with a more diverse range of residents of all tenures which are representative of the breadth of our 220,000 resident base, including seldom heard voices.
- Work closely across the business and with external stakeholders to manage any activity required to fulfil our strategic and local engagement priorities around resident engagement, exceeding our regulatory standards.
- Manage four Local Engagement Leads and one Strategic Engagement Lead, creating a consistent, high performing team culture.
- Coach and support colleagues and teams at all levels to implement and demonstrate the outcome of resident engagement.
- Develop and improve relationships with residents across all four regions, reviewing resident engagement priorities from the Regional Forums.
- Put in place processes to ensure that our residents' voice is both heard and acted upon across the business when making decisions, formulating strategies and policies and developing operational delivery plans and actions.

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- Ensure Regulatory Compliance with relevant Regulator of Social Housing Consumer Standards, focusing on the Transparency, Influence & Accountability Standard and any other relevant commitments made by Peabody.
- Manage the Resident Engagement budget to be on, or under, budget and compliant with our processes.
- Keep up to date with legislation, regulations, sector activity and external, innovative thinking on resident engagement.
- Work across all Equality, Diversity & Inclusion strands and ensure residents with protected characteristics and seldom heard voices are represented and their voices are heard and acted upon.
- Work closely with the Communications team including digital & marketings teams, demonstrating listening & acting upon resident feedback.
- Provide regular assurance via action plans and quarterly reports to Committees and the Resident-Led Panel, as required.
- Actively participate in multi-agency partnerships such as the G15 Resident Engagement Networking Group, networking with best practice practitioners from other housing organisations, relevant statutory bodies, voluntary organisations and community partners.
- Attend meetings and events in the evening and at weekends, as required.
- Deputise for the Head of Resident Engagement, as required.

## **Success metrics:**

- Have excellent knowledge of resident engagement and the social housing sector.
- Be a high performing, ambitious manager who has evidence of coaching a team to succeed.
- Have extensive experience of resident co-design, scrutiny, consultation and delivering a resident engagement strategy.
- Able to build a rapport with a diverse range of residents from all tenures.
- Effective at stakeholder engagement and passionate listening and acting upon resident feedback and improving the resident experience.
- Have great communication abilities to inform and influence at all level whilst being achievement and results orientated.
- Skilled at organising events and writing reports for all levels of the organisation.
- Able to plan and organise self and be self-sufficient if required.
- Able to proactively devise and organise work projects, manage actions plans, set priorities, achieve objectives, without close supervision.
- Able to understand the impact of not closing the loop on residents, colleagues and our reputation.
- Flexible with a clear focus on delivering business benefits, understanding the importance of value for money and reputational risk.

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## About you:

### You will be:

- An excellent communicator across a wide range of audiences with experience of delivering complex communications to varied audiences.
- Successful relationship builder with other stakeholders externally and at a senior level across a fast paced large organisation.
- An excellent presenter with experience of complex facilitation.
- Natural advocate for residents, customers and users of our services.
- Excellent interpersonal skills with a professional approach.
- Able to bring an objective and unbiased approach to change and continuous improvement.
- Able to act as an ambassador demonstrating professionalism and setting an example by displaying an active commitment to a culture that embraces excellent customer service.
- Proven experience of working collaboratively or in partnership with a range of stakeholders.
- Able to generate ideas to improve service delivery and deliver value for money.
- Excellent coaching and management skills.
- Good verbal and written communication.
- Good customer care skills.
- High level of competency with Microsoft Office suite, particularly Excel, Word and PowerPoint.
- Curious and keeps up with ever-changing approaches to resident engagement.
- Ability to follow deadlines, accuracy and attention to detail.
- Ability to think outside of the social housing sector.

### You will have:

- In-depth sector knowledge and evidence of exceeding the Transparency, Influence & Accountability Standard and procedures for excellence in resident engagement.
- Strong understanding of best practice in resident engagement and applying it across your career.
- Proven track record of strong people management skills, evidencing a consistent leadership style.
- Demonstrable experience of developing and promoting a resident first culture; ideally within a complex and regulated environment.
- Experience of working in the social housing sector.
- Experience and knowledge of effective use of resident engagement to support delivery of more effective and targeted services.
- Experience of managing a mixed and varied workload of conflicting priorities responding effectively to the needs of all residents.
- Experience of report writing and communications for a variety of audiences, demonstrating succinct numeracy and literacy skills, and applying emotionally intelligent skills based knowledge.
- Experience of the ability influence, persuade and negotiate to achieve positive outcomes.
- Significant experience of using resident feedback to influence decision makers and to improve services.
- Demonstrable experience of new techniques in resident engagement.
- Experience of effectively managing, motivating and coaching teams, ideally working with teams of volunteers, focussing them on outcomes.
- Ability to present transparent and visible progress.
- Demonstrable commitment to continuous learning and skills development.
- Able to analyse multiple sources of information and understand disseminate simply to others.

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