



Job description

Job title: Resident Voice and Engagement Manager

Responsible to: Housing Director

Responsible for: N/A

Purpose of the post:

To lead and coordinate Hastoe's resident engagement activities, ensuring our residents have meaningful opportunities to influence our services and shape decision-making. This postholder will oversee the delivery of our annual resident engagement plan, monitor outcomes and service improvements arising from engagement activity, and act as the operational lead on resident engagement ensuring consumer standards compliance.

The role will work collaboratively across the organisation to embed resident voice within our strategy and service delivery, support continuous improvement and provide assurance to the Board that engagement with our residents is effective, inclusive and meets regulatory expectations.

Key areas of responsibility:

- Developing, coordinating and delivering the organisation's annual resident engagement plan.
- Working with teams across the organisation to identify opportunities for resident involvement, consultation, scrutiny and feedback.
- Supporting the design of engagement activities that are accessible, inclusive and proportionate to the decision being considered.
- Coordinating resident engagement forums, scrutiny activities, consultations, surveys, focus groups and other engagement opportunities.
- Ensuring resident feedback is captured, analysed and communicated effectively.
- Promoting a culture where colleagues take collective responsibility to ensure that our residents' views are actively sought and used to influence services and decision-making.
- Maintaining oversight of all engagement activities and ensure outcomes, actions and improvement plans are tracked through to completion.



- Working with service managers to ensure commitments made to residents are implemented and evidenced.
- Ensuring residents receive feedback on how their views have been considered and acted upon, both individually and collectively through our communications channels.
- Acting as the operational lead for resident engagement and support compliance with the Regulator of Social Housing's Consumer Standards.
- Maintaining evidence demonstrating resident influence and participation in strategic decision-making and service improvement.
- Ensuring engagement activities are appropriately documented and recorded.
- Analysing engagement, satisfaction, performance, complaint and demographic data to identify trends, risks and opportunities, producing insights that support service improvements and organisational priorities.
- Monitoring participation and representation across engagement activities, evaluating effectiveness and identifying opportunities to improve inclusivity, engagement and outcomes.
- Preparing reports, presentations and performance updates for Executive Team, Board and Committees.
- Undertaking an annual review and development of the resident engagement plan for Board approval.
- Building and maintaining effective relationships with residents, Resident Representatives, Board members and colleagues, acting as a trusted resident engagement subject matter expert.

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	• GCSE English and Mathematics, or equivalent • A Level or equivalent • If not already qualified to CIH level 4, must be willing to attain this qualification.	• CIH Level 4 Qualification
Skills and experience	• Proficient in the use of Microsoft Office applications • Understanding of effective resident engagement and consultation principles. • Knowledge of the RSH Consumer Standards. • Experience of coordinating engagement, consultation or customer involvement activities. • Experience of managing projects or action plans and monitoring delivery. • Experience of data analysis and producing reports and recommendations. • Strong written and verbal communication and presentation skills.	• Experience within a Housing Association or Local Authority Housing environment. • Experience of supporting Board or Committee Reporting.
Personal qualities	• Customer Inspired: A positive approach to customer service (for both internal and external customers). • Open and Transparent: Able to listen, learn and improve.	



	• Professional: Able to take ownership of your actions and cope well under pressure. • Passionate: Able to go the extra mile to find solutions and meet deadlines. • Enterprising: Willing to seek new learning experiences. • Excellent attention to detail. • Able to organise and prioritise own workload. • Proactive, resilient and able to work independently	
--	--	--