

✓ Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Resident Participation Manager	Grade: Subject to Job evaluation
Section: Housing Management	Directorate: Housing and Regeneration
Responsible to following manager: Head of Resident and Estate Services	Responsible for following staff: Resident Participation Officers x 4
Post Number/s:	Last review date: N/A

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Reporting to the Head of Resident and Estate Services (HRES), responsible for leading on resident engagement activities across the department and providing support, direction and guidance to the four Resident Participation Officers (RPO) based in the area housing teams.

You will work with senior officers to ensure a strategic approach to resident engagement across the Borough, will help to develop the annual resident conference and will work to expand the informal engagement opportunities available to residents. You will also work closely with the Community Clubroom Manager to engage the local community to make best use of housing community facilities.

Specific Duties and Responsibilities

Residents' Associations (RAs)

- Oversee the annual accreditation process in conjunction with the Area Housing Managers (AHMs), devising strategies and providing guidance on how the number of RAs across the borough can be increased.
- Create and run bespoke training packages with the RPOs for RA committee members to ensure they have the necessary skills to run an effective RA and that they have a good understanding of the Council's policies and procedures.
- Work with AHMs and RPOs to share best practice and ensure consistency in relation to the consultation, presentation and implementation of Small Improvement Budget (SIB) schemes

Resident Management Organisation's (RMOs)

- In collaboration with the AHMs and RPOs ensure that quarterly performance reports and annual reviews are undertaken with the RMOs.
- As the lead officer, in conjunction with senior managers and the housing finance manager coordinate the process to update Modular Management Agreements to ensure these remain fit for purpose. To include management functions, financial accountability and governance arrangements.
- Responsible for ensuring any recommendations made by internal audit are actioned by the RMOs.
- Attend and ensure facilitation of the RMO Forum to include advising and collating Small Improvement Budget proposals, inviting guest speakers and council officers and providing chair and secretarial support as required.

Informal Participation

- Work with RPOs to identify council residents who contribute to the community and wish to have their role recognised as Housing Community Champions (HCCs). Ensure the RPOs assist HCC's with additional support and that they work with them to promote their role and where appropriate help them to form an RA.
- Work with the RPOs to encourage and establish new community gardens on housing estates.

- Work in collaboration with colleagues across the Department to ensure the Resident Participation action plan is progressed. This may include establishing and running readers panels, focus groups, estate inspections, resident networking events, and the annual conference
- Work with the Community Clubroom Manager to help build relationships and engage with stakeholders in the local area, including voluntary groups and community leaders, to promote clubroom activity and help identify improvements to clubroom facilities to ensure they effectively serve the needs of residents.
- Working with the Policy and Performance Team lead on the community news section of resident publications and on the housing webpages.
- Work with external and internal agencies to promote health, safety, wellbeing and arts activities on our estates.
- Create and manage community projects in conjunction with RAs, RMO's, internal and external agencies and seek funding opportunities for community development work across our estates.
- Where necessary, work with the Regeneration and Development teams to assist with resident engagement activities and to stay informed in relation to the progress of each scheme.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Team structure

For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

Job Title: Resident Participation Manager	Grade: Subject to JE
Section: Housing Management	Directorate: Housing and Regeneration
Responsible to: Head of Resident and Estate Services	Responsible for: Resident Participation Officers x 4
Post Number/s:	Last Review Date:

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of legislation and issues surrounding resident participation within a public sector environment.	✓		A/I/T
Experience	Essential	Desirable	Assessed
Experience of managing, motivating and supporting teams, particularly those working in and with communities in social housing.	✓		A/I/T
Proven track record of delivering and managing successful community engagement empowerment	✓		A/I/T

activities and projects, including building consensus and managing conflict.			
An understanding of and commitment to the Council's Equal Opportunities, Diversity and inclusion policies.	✓		A/I/T
Skills	Essential	Desirable	Assessed
Ability to draft complex correspondence and reports on a wide range of issues.	✓		A/I/T
Ability to organise personal workloads especially in the light of constantly changing priorities and demands and with the minimum of supervision.	✓		A/I/T
Ability to communicate effectively with colleagues and residents.	✓		A/I/T
Skills of tact and diplomacy and the ability to work as a member of a team.	✓		A/I/T
Good level of computer literacy including Microsoft applications.	✓		A/I/T
The confidence and ability to develop an imaginative and innovative approach to community engagement.	✓		A/I/T
Able to attend meetings and emergency situations outside of core hours.	✓		A/I/T
Qualifications	Essential	Desirable	Assessed
N/A			A/I

A – Application form / CV
I – Interview
T – Test
C - Certificate