



Job Profile

August 2025

JOB TITLE:	Resident Empowerment Officer
GRADE:	SO1
POST NO:	Post specific
JOB TIER:	5 (Non management)
DBS CHECK:	Basic
DIRECTORATE:	Homes and Communities
SERVICE:	Homes and Neighbourhoods
Reports to:	Resident Empowerment and Relationship Manager
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

To facilitate joint working between Council services in neighbourhoods and between these services and residents to make practical improvements to residents' lives to empower them throughout the participation process.

This role will also play a pivotal in implementing the Tenant and Leaseholder Engagement Strategy. This will involve engaging with and supporting tenants and leaseholders, encouraging their involvement to drive improvements through co-design.

Enable resident-led neighbourhood initiatives that enhance the quality of life and services in an area. Strengthen and diversify resident participation in local decision-making processes, as well as in the review, design, and delivery of Council services, including those provided by the Council as a landlord.

A key part of this role will be supporting colleagues across the service area to deliver high-quality resident consultation and engagement events through supporting the coordination, administration and implementation activities needed to deliver these. Also fostering community involvement ensuring that resident voices are heard.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Maximise the potential for resident engagement and feedback to drive service improvement and business efficiency.
- Make an effective contribution to supporting resident engagement and use of 'self-service' options.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

2. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Plan and organise a range of Landlord Services related community events and activities within the Borough that aim to engage, inform, educate and empower the community and diverse community groups.
- To undertake consultations with residents to maximise impact, value for money and effectiveness which support the Council's objectives and overall vision.
- Work with the Resident Empowerment & Relationship Manager to, guide, connect, and liaise with Members, the local community, groups, schools, businesses, and staff to foster more cohesive community collaboration and effective communication.
- To help plan, organise, facilitate and monitor community-based meetings, manage and be involved in a wide-range of community-related projects.
- Work within a team to host events as well as support neighbourhood officers to run their events. This includes working in partnership with other people, groups and organisations to host local events in person, online and hybrid.

- To participate in organised publicity events and to organise events which support resident engagement and consultation.
- To assist in setting up of Tenants and Residents Associations by giving support and advice, attending meetings as required.
- To maximise the number and range of mechanisms that allow residents and the community to influence the services they receive and experience from the Council. This includes focus groups, resident panels, telephone surveys and events.
- Explore new and innovative ways which allow residents to have a say, embracing technological developments.
- Keep and maintain a robust digital record of all resident engagement and consultation conducted including the results and outcome reports from the activities. Ensure all data is held in compliance with Data Protection and GDPR requirements.
- To use the appropriate IT to assist in the design of survey questionnaires for use for consultation with residents.
- To be an ambassador for the Resident Empowerment Team and represent the Council at networking and other public events.
- Contribute to and ensure consultation exercises are conducted on time, on budget to the required standard.
- Comply with and implement the Council's codes and initiatives relating to equalities, customer care, health and safety and financial management.
- Establish strong and effective links with Members and relevant housing associations, external agencies and the voluntary sector to ensure effective resident engagement.
- Conduct consultations with residents and stakeholders regarding the Council's Housing policy and strategy reviews. Carry out resident satisfaction surveys to determine if services are meeting their needs and expectations and develop innovative methods for conducting these surveys.
- Collect and analyse data from consultation exercises, produce reports, and recommend actions and review procedures.
- Work with the Digital, Marketing and Communications team to improve communications to event attendees with a focus on more powerful storytelling and use of digital.

- Provide support to the Neighbourhood Officers in developing and maintaining successful Neighbourhood Patch/Group Meetings promoting ease of access for participation.
- Work constructively with all to promote the Council and to enable the achievement of projects and events.
- Maximise community development and attendance, ensuring the events are meaningful, relevant, and inclusive. Support communities to run events of their own. Ensure these events lead to outcomes by developing associated outcomes focused action plans.
- Adhere to the Council's safeguarding policies and procedures and undertake relevant training to help protect children and adults at risk of harm within the borough.

4. Service Planning & Development

- Support team and service planning across the Council by identifying and meeting engagement needs.
- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.
- Develop and utilise methods to increase engagement from underrepresented residents actively seeking to involve individuals who may not currently be involved in the participation process.
- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.
- Take part in training, development and service planning activities.
- Develop, maintain, and advance in-depth knowledge both through self-led learning and formal and informal training opportunities.

5. Financial & Resource Management

- Demonstrate the link between customer insight, resident feedback and business efficiency as part of own work-plan.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in own team and across Homes and Neighbourhoods to deliver a more efficient and effective service for residents and other service delivery teams.
- To keep up to date on research, policy and practice developments in the context of resident engagement and Regulator for Social Housing Consumer Standards through personal study and attendance at seminars or training.
- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Adopt continuous improvement whilst undertaking role functions.
- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.
- When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects.

7. Contacts

- Primary internal contacts include; Managers across the Council's Landlord Service, Council wide, Councillors, Elected Members.
- Primary external contacts include: Tenants, Leaseholders, Residents, representatives and advocates, Health, Voluntary Sector Groups, Registered Social Landlord's, Faith Communities, bench-marking groups and other local authorities.

8. Additional Responsibilities

- Act as a specialist resource across Homes and Neighbourhoods and the wider Council, in relation to consultation techniques and resident engagement.
- Adopt the professional characteristics of people working within the Housing Management Service as reflected in the Chartered Institute of Housing Professional Standards.
- Contribute to the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- To carry out additional duties as required to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Engagement Strategy action plan delivery objectives.
- Quality record keeping.
- Identify, capture, collate, and analyse performance data from community engagement, taking necessary actions to improve performance indicators, with a particular focus on removing barriers that prevent the widest range of residents from getting involved.
- Work closely with the manager to monitor the timely resolution of resident issues, ensuring that concerns are addressed promptly and effectively.
- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent services, which deliver value for money.
- Contribute to the delivery of the Tenant Satisfaction Measures (TSMs).
- Deliver the agreed Personal Appraisal Goals.

This profile and job description is not intended to be an exhaustive list of 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 this role.

B. Person Specification

Neighbourhood Empowerment Officer

This person specification will be used for recruitment to this vacancy of **Neighbourhood Empowerment Officer** in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or experience.	✓	
A good standard of education with English & Maths GCSE grade A-C or equivalent.	✓	
Evidence of continuous professional development.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability and willingness to attend out of hours meetings and visits to meet the needs of residents and the service.	✓	

Full driving licence and use of a vehicle at all times.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of successfully undertaking consultation activities, including survey strategy and design and facilitating focus groups across a wide audience in contentious and non-contentious situations.	✓	
Experience of collaborative working across a range of services and partners.	✓	
Experience of dealing with members of the public in a consultation / interviewing capacity.	✓	
Experience of planning and running events.	✓	
Proven ability to operate flexibly and successfully during periods of significant and rapid change internally and within the operating environment.	✓	
Proven expertise in implementing best practices for community engagement. Exhibit flexibility and responsiveness to feedback and changing project requirements.	✓	
Ability to gather, analyse, and utilise feedback or evaluation data to guide project direction and achieve desired outcomes.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Demonstratable general knowledge and understanding of Housing and Landlord & Tenant legislation within a social housing setting.	✓	
Ability to articulate understanding of the role and expectations of the Regulator of Social Housing.	✓	
Possession of established skills set which is supportive of working within a busy operating environment encountering challenging customer behaviours.	✓	
Excellent organisational and planning abilities with meticulous attention to detail. Proactive in problem-solving and adaptable to changing situations.	✓	
Ability to achieve performance targets within agreed deadlines.	✓	
Ability to build good working relationships with colleagues and customers.	✓	
Ability to prioritise own workload effectively and deal sensitively and calmly with challenging residents.	✓	
Ability to be persistent, creative and tenacious in engaging with hard to reach individuals to secure positive outcomes.	✓	
Strong IT skills including Microsoft packages such Word, Excel and PowerPoint and an ability to use service specific software.	✓	

Ability to communicate effectively in writing and verbally in a wide variety of situations, and present views positively and persuasively to gain support using a collaborative style which secures positive outcomes.	✓	
Ability to identify and provide practical solutions to consultation problems and adept at addressing such problems.	✓	
Ability to confidently engage with and positively handle contact with residents from a range of backgrounds and with complex underlying needs and behaviours.	✓	
Ability to record information accurately, concisely and factually in a variety of formats.	✓	

Our values
Respect We appreciate what makes us different and include everyone. • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together. • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources. • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do. • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open and honest We are transparent in the actions and decisions we take. • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.