Resident Involvement & Performance Information Officer

Person Specification

Section	Criteria	Essential	Desirable
Education/Qualifications	Two A levels or equivalent, plus 5 GCSE or equivalent including Maths and English OR numerate, literate and extensive experience in resident involvement	*	
	Chartered Institute of Housing Professional qualification or equivalent		*
Experience	Extensive experience of successfully involving residents using a variety of engagement methods and innovative interactive techniques	*	
	Experience of arranging a wide range of successful community events	*	
	Experience of engaging hard to reach groups		*
	Experience of writing and presenting reports to a range of audiences		*
	Experience of working collaboratively with other teams across an organisation	*	
	Experience of presenting information to residents, internal and external stakeholders	*	
	Experience of carrying out, commissioning and project managing resident feedback research projects		*
	Experience of setting up and analysing surveys		*
	Experience of analysing, interpreting and presenting data	*	

Skills/Abilities	Excellent communication, both written and verbal, and interpersonal skills	*	
	Up to date knowledge of best practice in maximising resident involvement and scrutiny; and knowledge of the regulatory requirements for social housing	*	
	Ability to organise and facilitate training	*	
	Ability to monitor performance and budgetary control	*	
	Understanding and commitment to equality and diversity	*	
	Adept in the use of social media to engage with residents and obtain feedback	*	
	Knowledge of different research techniques, their strengths and limitations		*
	Knowledge of rules and regulations related to the constitution of committees and voluntary groups	*	
	Organised and able to work on own initiative	*	
	Proficient in the use of ICT systems and Microsoft packages; and experienced in using these to retrieve and organise data to facilitate the accurate presentation of information	*	
	Ability to work with care and attention to detail, ensuring accuracy in reports and records	*	
	Ability to collect, collate and produce statistical information and accurate performance reports		*
	Report writing, including formulation of graphs and charts		*
	Ability to work flexibly, and outside of office hours as required	*	

Full UK driving licence valid for the UK and access to a car for business purposes	*	
Ability to travel to, and work in, all areas where the association has properties	*	