

Resident Involvement & Performance Information Officer

Person Specification

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

	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	*	