

RAILWAY HOUSING ASSOCIATION

JOB DESCRIPTION

Title:	Resident Involvement & Performance Information Officer
Location:	Negotiable
Responsible to:	Director of Customer Services
Grade:	D
Date:	September 2021

Main Responsibilities of the Role

- To develop, promote and deliver the Association's approach to resident involvement and scrutiny, ensuring that residents influence the strategic and operational direction of the Association
- To collate performance information relating to housing services and asset management functions, for senior managers.

Key Duties

Resident Involvement

- To be responsible for facilitating, supporting and promoting the Resident's Scrutiny Panel, Focus Groups, Residents' Forum and any other methods of involvement
- Identifying, collating, analysing, summarising and presenting the information needed by the Scrutiny Panel and Focus Groups
- Identify, develop and implement new and innovative approaches to resident involvement, including the opportunities provided by social media
- Promote resident involvement to all staff teams to ensure that this is embedded in our culture and in the design of services
- Work collaboratively across all staff teams to ensure consistency in resident involvement and consultation, share resident feedback, and contribute to our website, publications, marketing materials and social media
- Support and assist colleagues in developing involvement activities including residents' associations and one off meetings
- Promote board membership to residents and support residents to become board members
- Keep up to date with innovation and best practice in resident involvement and share this knowledge with colleagues
- Provide support to residents so that they have the skills to be actively involved, including the delivery and/or sourcing of training and other capacity building initiatives
- Deliver and/or source training for colleagues on all aspects of resident involvement
- Arrange resident involvement events, activities and conferences as required
- Monitor and measure the success of involvement activities

- Contribute to the development and implementation of the association's resident involvement policy and strategy, communications strategy, and annual impact assessment of resident involvement
- Contribute to the production of publications including the annual report, newsletters, handbooks and leaflets; and keeping the Association's website up to date
- Produce effective publicity materials, following plain English principles and the association's guidelines
- Work in co-operation with other organisations to maximise opportunities for resident involvement
- Promote equality of opportunity in resident involvement
- Research and identify funding opportunities to support resident initiatives
- Develop and implement innovative approaches to encourage the involvement of younger residents, BAME residents and any other hard to reach groups
- Maintain an audit trail of service improvements and changes made as a result of resident involvement, including costs and impacts
- Advise on the resident involvement budget so that it supports the association's involvement strategy; and ensure that it is monitored and controlled in accordance with the association's procedures and financial regulations
- Support the procurement, development and implementation of surveys such as STAR
- Work alongside the Customer Services Assistant on resident involvement
- Represent the association externally on resident involvement issues.

Performance Information

- Provide prompt, accurate and appropriate performance information relating to housing services and asset management for reports to the senior management team and board of directors, benchmarking, newsletters, annual reports and other purposes, as required
- Assist in the production of reports for the senior management team, board of directors and external bodies as required
- Carry out validation and quality checks of performance data and highlight any issues
- Liaise with, and support colleagues who are responsible for the collection and inputting of performance information to ensure that the data is up to date and accurate
- Analyse performance information to highlight trends, provide commentary and isolate/comment on outliers as appropriate
- Support the annual review of performance indicators and target setting
- Use benchmarking information when assisting with the setting of performance indicator targets and preparation of reports.

General

- All work to be carried out within limits of delegated authorities
- Adhere to the Association's Equalities Framework, Health and Safety Policy and all policies and procedures relevant to the role
- Actively support, promote and act in line with the vision, mission and values of the Association at all times
- Represent the organisation externally in a professional way with high attention to customer care
- Undertake any task which is within the capabilities of the post holder and commensurate with the salary level of the post, as assigned by line manager