



Resident Voice Coordinator

£35,549 per annum plus £1,095 car allowance

Full Time (35 Hours)

Hybrid with office in Darlington

Permanent

Closing date: Sunday 5 July 2026



Resident Voice Coordinator

£35,549 plus essential car user payment of £1,095 per annum

Permanent contract

Full time (35 hours per week)

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage 1,620 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. While it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

The role

We are looking for a Resident Voice Coordinator to play a key role in ensuring that our residents are heard, understood and genuinely influence the services we provide. This is an exciting opportunity to shape how we engage with residents, strengthen relationships and embed a culture where feedback drives real and meaningful change.

Working closely with the Head of Housing and Resident Services, you will coordinate the delivery of our Resident Engagement Strategy, developing and supporting a wide range of opportunities for residents to get involved. From local engagement activities to organisation-wide initiatives, you will help create inclusive, accessible and impactful ways for residents to share their views. You will also take a lead role in supporting and developing our Resident Committee, ensuring members are empowered, well-informed and able to contribute effectively.

Alongside engagement, you will play a central role in managing and improving how we handle complaints and feedback. You will oversee the administration of complaints in line with the Housing Ombudsman Complaint Handling Code, supporting colleagues through investigations and ensuring that every piece of feedback is used as an opportunity to learn and improve. By analysing trends, identifying insights and sharing learning across the organisation, you will help drive continuous improvement and strengthen the overall resident experience.

This is a varied and influential role, where you will also support small-scale service improvement projects, contribute to policy development and help ensure that resident engagement is fully embedded across the organisation. You will work collaboratively with colleagues and stakeholders, building strong relationships and promoting a culture of openness, transparency and accountability.

We are looking for someone who is passionate about delivering excellent customer experiences and genuinely values the importance of listening to residents. You will bring strong communication and influencing skills, the ability to analyse and present data clearly and the confidence to work with colleagues at all levels of the organisation. Experience in customer engagement, complaints handling or social housing would be valuable, along with a good understanding of the regulatory environment. You will also be organised, resilient and able to manage competing priorities while maintaining a high standard of work.

At Railway, we want people who live our values and help create a positive, inclusive and forward-thinking culture. This is a fantastic opportunity to join an organisation where your work will have a visible and lasting impact, helping to ensure that residents are truly heard.

If you are motivated by making a difference and want to play a key role in shaping resident experience, we would love to hear from you.

To apply for this exciting opportunity, please send your CV and a cover letter setting out why you're the perfect candidate to recruitment@railwayha.co.uk by 5pm on 5 July 2026.

If you'd like to have a chat about this opportunity, please email recruitment@railwayha.co.uk and one of our colleagues will be delighted to chat to you. We're also hosting a live webinar at 6pm on Wednesday 1 July 2026 and you can join us to hear more about this exciting opportunity. Register for the webinar by scanning this QR code:



Role Description



- Role Title:** Resident Voice Coordinator
- Responsible to:** Head of Housing and Resident Services
- Responsible for:** No line management responsibilities

About Railway

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Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

Role Summary

To coordinate the Association's operational resident engagement activity, by supporting the Head of Resident Services to implement the Resident Experience Strategy. To take a lead in understanding, establishing and coordinating local and service-wide engagement opportunities, including providing support to the Resident Committee and other engagement opportunities. To champion the resident voice across the Association and develop and coordinate a programme of capacity building to enable effective engagement. To lead on the administration and delivery of the complaints process in accordance with the Policy and Housing Ombudsman Code.

Key Responsibilities and Accountabilities

Strategy and Policy

- Support the design, implementation and review of strategies, policies and procedures for the wider resident experience

- To take a lead on small scale service improvement projects as directed by the Head of Resident Services

Resident Engagement

- Lead on the implementation of the Resident Engagement Strategy, developing a range of opportunities, including online and digital, to engage with residents
- Take the lead role in coordinating and supporting the arrangements of localised and service-wide engagement opportunities
- To accurately track outcomes, learnings and service improvements as a result of resident engagement
- Lead on the recruitment, capacity building and operational support to the Resident Committee

Complaints and Feedback

- Take responsibility for the administration of complaint handling, ensuring compliance with the Housing Ombudsman Complaint Handling Code
- Support Investigating Managers with the investigation of Stage 1 and Stage 2 complaints
- Implement an approach to capture informal feedback from residents and partners
- Champion a culture of listening and learning across the Association to ensure that complaint learnings are understood, documented, implemented and publicised
- Responsibility for collating and presenting trends and learnings from complaints and turning data into insight to drive service improvement

Health and Safety

- Support a culture of health and safety throughout the Association, ensuring that feedback and concerns are actively encouraged and acted upon
- Take responsibility and ownership for following policies, procedures, systems, devices and practices to ensure your safety and the safety of colleagues and residents

Finance, Risk and Performance Management

- Support a culture of value for money, including working collaboratively across the organisation to deliver value for residents
- Responsibility for achieving key performance and satisfaction targets
- Proactively identify, manage and mitigate risk

The must haves:

Skills and Abilities

- A strong resident focus, delivering services that encourage resident loyalty
- Ability to engage, influence and negotiate with colleagues, residents and stakeholders
- Ability to interpret, analyse, prepare and present performance information and complex data
- Ability to manage risk within an agreed appetite framework
- A capacity to deliver behaviours and culturally aligned results to tight deadlines and under pressure
- Ability to make sound judgements and protect the brand and reputation of Railway Housing Association

Personal Attributes

- Be a role model of the Association's values, behaviours and culture
- Act ethically, with integrity and honesty
- Be transparent, open and welcome of challenge and feedback
- Champion innovation, technology and efficiency
- Be resilient and work under pressure
- Champion the resident experience, putting residents at the heart of decision making
- A commitment to equality, diversity and inclusion

Experience and Knowledge

- Experience of the delivery of high performing, excellent customer service and experiences
- An understanding of the regulatory requirements, legislation and operating environment of the social housing sector
- A track record of strong performance management
- Programme and project management experience to deliver small-scale project and service improvements
- Experience of using customer/client feedback in the delivery of services