Engagement & Policy Officer

# Job description and person specification

Accountable to: Director of TPAS Cymru

Location: Cardiff Office, Unite Building, 1 Cathedral Rd, Cardiff

Contract type: Full Time and permeant

Salary: NJC scale 32 - £29,055

# About TPAS Cymru

TPAS Cymru has supported social housing tenants and landlords in Wales for 30 years and has a strong track record in developing effective tenant engagement through training, support, practical projects and policy development. We have an extensive knowledge of social housing with a focus on issues from the tenant perspective and for tenants’ benefit. We are also increasingly working to facilitate tenant participation int e private rented sector.

Locally we are developing best practice at landlord, tenant group and project level through practical advice, support, training and formal and informal consultancy. Across Wales we improve the quality of tenant participation through disseminating and promoting good practice.

Our Members (primarily Housing Associations and Local Authorities) are at the heart of everything we do and are key to our strategic vision of effective tenant and landlord collaboration in Housing.

At Government level, we contribute to policy change by informing about policy developments and issues, channelling the experience and needs of tenants and landlords to policy makers, and working with partner organisations to influence positive change.

We have offices in Cardiff and Colwyn Bay and operate across Wales.

Find out more at [www.tpas.cymru](http://www.tpas.cymru)

# Job purpose

This role would suit an organised individual, who likes a varied simulating role, who likes to get involved in a variety of different disciplines.

A busy example week could involve:

1. Facilitating a tenant network event with tenants across south Wales.
2. Visiting a member landlord to understand their needs and to inspire them by sharing best practice and identifying areas where TPAS Cymru can assist them with their aims.
3. Receiving a policy consultation from Welsh Government, organising to get views from the sector by a range of channels and then pulling together into a formal response.
4. Developing material for a workshop or training session and then delivering it.
5. Organising a webinar or a digital survey via Tenant Pulse ([www.tpas.cymru/pulse](http://www.tpas.cymru/pulse) )

You need to be able inspire a wide range of audiences of all ages through effective communication skills and deliver thought leadership that will improved engagement within our vibrant housing community.

The post holder will report to Director but as we are currently a team of 7 we work as a close team without ridged structures and hierarchy. We want you to feel confident to make decisions in areas of your responsibility and to contribute to the direction and success of TPAS Cymru and its members.

Like many organisations, we have a mix of income streams and short and long term funding commitments.

# Applications

To apply for this position, please complete an application form with covering letter to [iona@tpas.cymru](mailto:iona@tpas.cymru) by 3pm 13th July 2018

Applicants should return an Equal Opportunities Monitoring Form along with their completed application.

# Job description

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| Main duties of role |
| 1. To identify projects and disseminate information and resources to help tenants and landlords to develop strategies/policies for improving tenant participation, representation and collaborative thinking in improving services, value for money and strengthening communities. |
| 1. To contribute to (or lead in certain cases) policy consultation exercises, source stakeholder views and draft of TPAS Cymru responses, and represent TPAS Cymru’s views in face to face meetings with Welsh Government, Senedd or other working groups as appropriate. |
| 1. To arrange and deliver media awareness for TPAS Cymru projects, events and contribute to on a regular basis to traditional and digital channels. |
| 1. Develop and deliver training courses, workshops and seminars and produce necessary materials and resources for these events |
| 1. Work with a wide network(s) of people involved in developing tenant participation whether as housing managers, tenant officers, trainers or community development agencies |
| 1. To work with the team members to co-ordinate membership and operational work as a coherent Wales wide programme |
| 1. Keep abreast of developments in Welsh Housing policy and be able to represent TPAS Cymru on housing related issues. |
| 1. The role is mainly focused on South & West Wales members, however training sessions, consultancy and TPAS Cymru meetings can be based across Wales. |
| 1. To prepare and maintain a rolling projection of income generation activities and to monitor and manage delivery of income and delivery targets |
| 1. Use professional digital tools such as survey tools and webinars to gain insight into the housing sector needs |
| 1. Stay abreast of latest management and community development tools such as System Thinking, ABCD, Participatory Budgeting, Co-Production, Restorative Practices etc. |
| 1. The role is mainly focused on South & West Wales members, however training sessions, consultancy and TPAS Cymru meetings can be based across Wales. |

# Person specification

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| Job Title: | EnGagement & Policy Officer | | |
| Requirement | | Essential (E) Desirable(D) |
| 1. Educational Qualifications / Knowledge | |  |
| * Good educational standard - a minimum of first degree level or equivalent qualifications or experience that demonstrates this standard. * Understanding of current housing issues * Understanding of Supported housing * Understanding of private rented sector housing | | E  E D  D |
| 2. Experience | |  |
| * Direct experience of working in housing, community development or training provision * Experience of working with professional and voluntary groups * Experience as a trainer * Experience of writing formal reports | | E  E  D  D |
| 3. Aptitudes and Skills | |  |
| * Good verbal, presentation and report writing skills * Good organisational skills * Good networking and promotion skills * Ability to be trained as a trainer * Good IT skills including MS Office suite & strong social media skills * Experience of using a website content management and/or design skills | | E  E  E  E  E  D |
| 4. Personal Attributes | |  |
| * Ability to speak Welsh or write in Welsh * Excellent team worker * Self starter * Hard working * Strong commitment to the aims and ethos of TPAS Cymru | | D  E  E  E  E |
| 5. Equal Opportunities | |  |
| * To have a commitment to deliver equality of opportunity | | E |
| 6. Personal Circumstances | |  |
| * Able to drive and access to own transport | | E |
| * Able to attend occasional evening and overnight events | | E |