



You matter | Ti'n cyfri

Involving tenants in staff recruitment & training :

An introduction



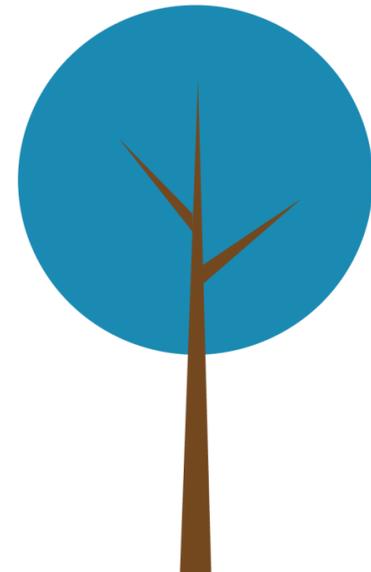
You matter | Ti'n cyfri

A colorful illustration of a hillside with three houses and several trees. The houses are in shades of orange, red, and pink, with black roofs and white window frames. The trees are in shades of orange, yellow, and green. The background is a light blue sky with a white cloud in the top left corner.

Welcome

About today's session....

- Free briefing session for members
- Informal
- Sharing options & ideas – covering all stages of a recruitment process
- Consider what needs to be in place
- Share experiences & practice
- Sioned from Altair



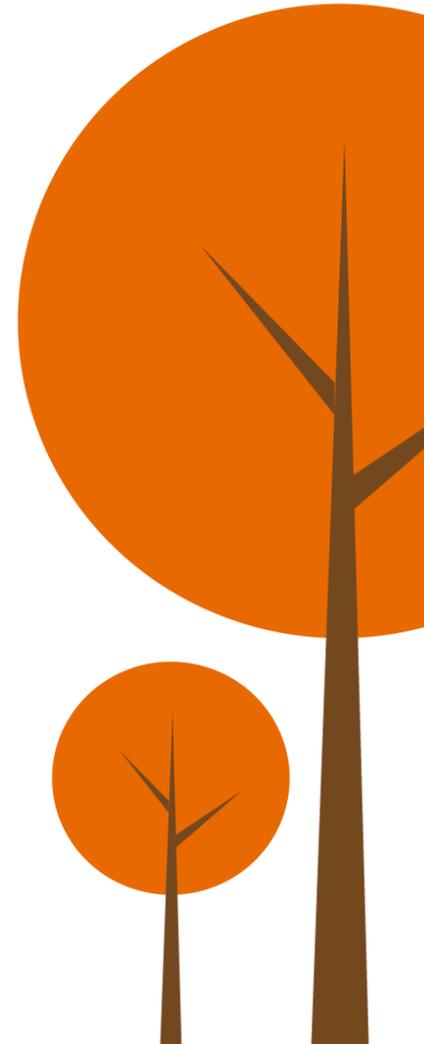


Questions for you.....

Why involve tenants in staff recruitment?

What are the benefits?

*Have a couple of minute to think
, then jot down your thoughts in
the chat*





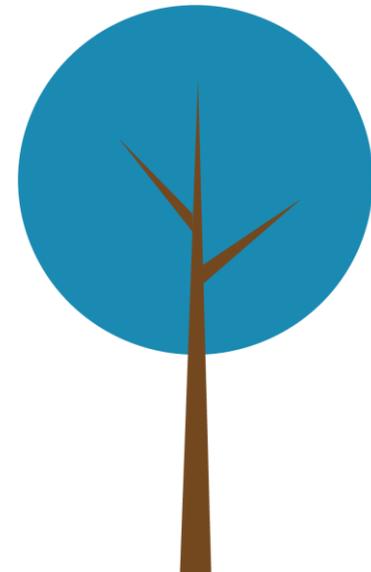
Involving tenants in staff recruitment

What needs to be in place

Based on typical stages of a recruitment process

What needs to be in place

- **Organisation culture & commitment** – resources
- **Tenants are interested and feel valued** - throughout the process; info & feedback
- **Tenant's role & remit is clear** - influencing?, shaping?, decision making? Co-deciding?
- **Inclusive arrangements** – diversity
- **Approach reflects the job role** – contact with tenants
- **Procedures/guidance**
- **Training**
- **Independent support/facilitation**





Involving tenants in staff recruitment

Options & ideas

Based on typical stages
of a recruitment process

Shaping person specification



PERSON SPECIFICATION

| JOB TITLE | GRADE | LOCATION |
|--|-------|---------------|
| Neighbourhood Officer - Safer Neighbourhoods | SH6 | Diamond House |

NOTE TO MANAGER

Remember in completing this form you are setting the expected standard for the person you need for this job, on this occasion, and also suggesting the questions you devise and ask at short listing and interview stages. You must, therefore, describe the requirements in ways that are both accurate and capable of being tested. Above all, the requirements must be job related and non-discriminatory. Take care to ensure job description, person specification and advertisement are consistent. Mark each of the criteria as either "essential" or "desirable" by putting an E or D (in column 2).

NOTE TO APPLICANTS: Whilst all points on the specification are important, those marked essential must be met. You should pay particular evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

(*See Grid overleaf)

| ESSENTIAL CRITERIA | NECESSARY REQUIREMENTS-SKILLS, KNOWLEDGE, EXPERIENCE & COMPETENCIES ETC | M.O.A. |
|--------------------|--|--------|
| 1 | Experience of working in a housing, regeneration and or neighbourhood management environment | A, I |
| 2 | Capable of working with a range of customers and agencies to deliver cross tenure services. | A, I |
| 3 | Understanding of the anti social behaviour and crime reduction strategies, policies and procedures. | A, I |
| 4 | Experience of delivering excellent customer service and care. | A, I |
| 5 | Experience and or capability of working with relevant partner organisations and community groups including RSL's, police, probation and youth service. | A, I |

Shaping interview questions



Scenario tasks shaped by tenants/tenant insight

Scenario Interview Questions



Video presentation to tenants - set & assessed by tenants



Presentation to tenants



Tenants on the interview panel

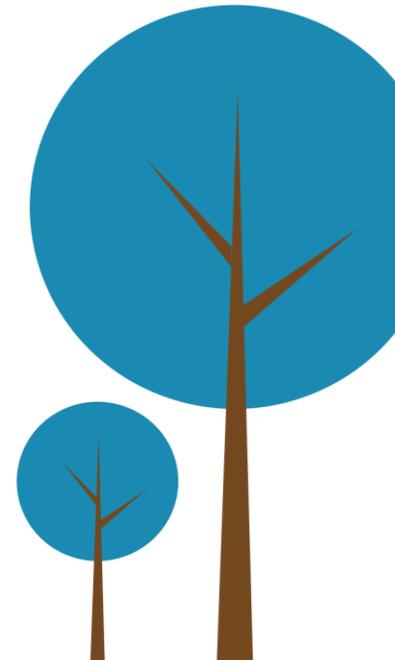


Induction process/onboarding

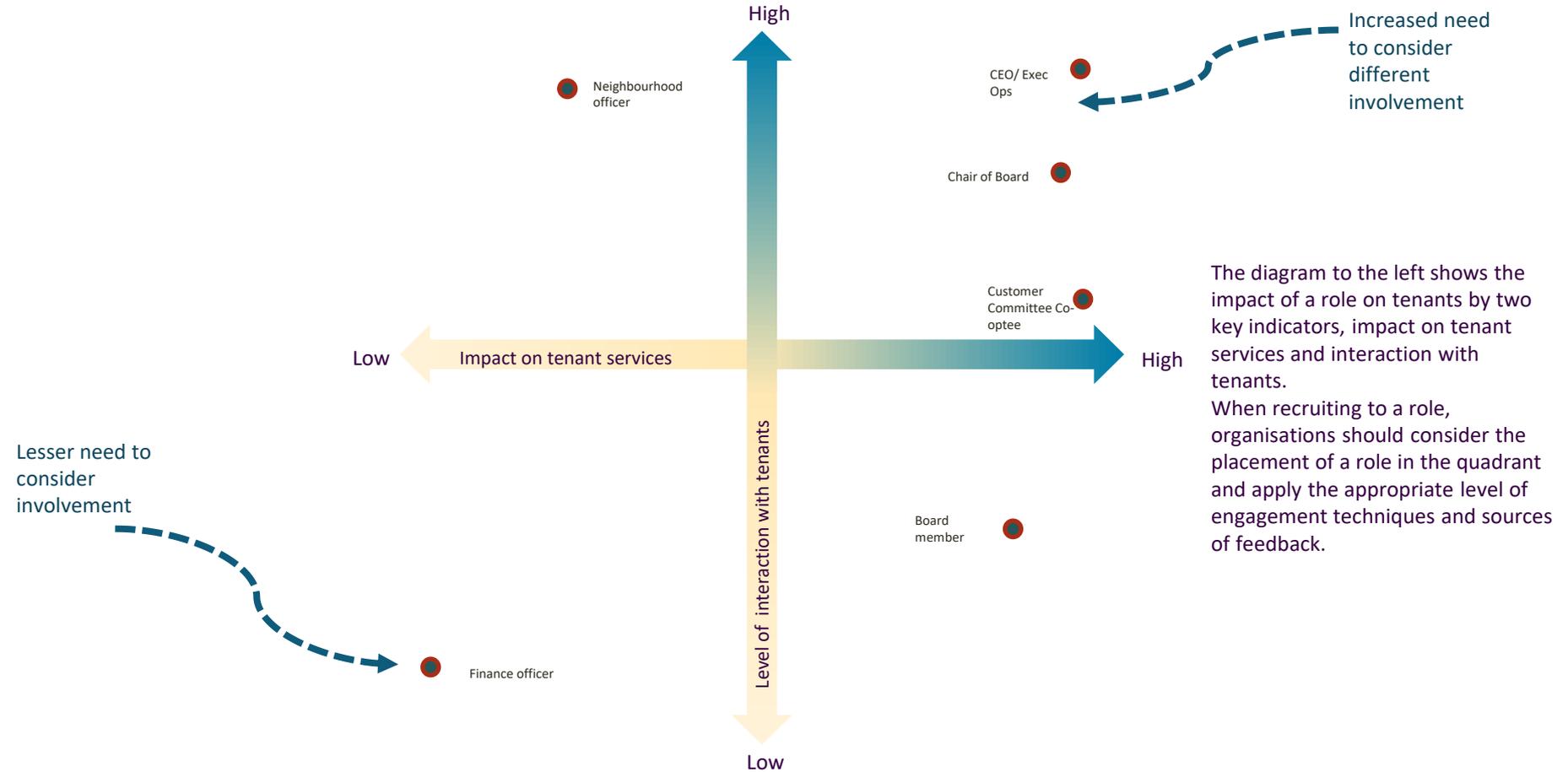


Tenant Involvement in Senior/Executive staff recruitment

Altair



Assessing the level of involvement in recruitment



The diagram to the left shows the impact of a role on tenants by two key indicators, impact on tenant services and interaction with tenants. When recruiting to a role, organisations should consider the placement of a role in the quadrant and apply the appropriate level of engagement techniques and sources of feedback.

A photograph of a row of colorful terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. The scene is captured from a low angle, showing the stone walls and steps leading up to the houses. A semi-transparent orange overlay covers the upper and middle portions of the image, containing white text. The sky is clear and blue.

**Involving tenants in staff
training**
**Open discussion & sharing
of ideas**

A bright yellow speech bubble with a white tail pointing downwards and to the left. Inside the bubble, the word "Hello!" is written in a white, cursive, handwritten-style font.

Hello!