ENGAGEMENT OFFICER - DeCarb & net Zero

JOB DESCRIPTION AND PERSON SPECIFICATION

**Accountable to:** Programme Director

**Location:** The role is based at our Cardiff office. However, we arecurrently remote working. Once restrictions ease, we will review our longer-term working arrangements.

**Contract type:**Permanent

**Hours:** 28 hours pw *(see notes below on flexible working options)*

**Salary:**  £24,667 based on 28hours. (£30,834 Full time equivalent).

**Benefits inc:** 5% pension contribution. Generous holiday allowance, good culture

ABOUT TPAS CYMRU

TPAS Cymru has supported social housing tenants and landlords in Wales for over 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 in the 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.

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.

**Decarb Net Zero Agenda**

Lowering carbon consumption is a key objective of policy makers across the World.  
In Wales, the housing sector and Welsh Government are equally committed to this objective.

New standards have been developed for new homes and some of the innovation in building affordable new homes is exciting.

This role is linked to the challenge of creating low carbon homes from the 200,000 existing social houses in Wales. This is often called ‘Retro-fit’- how to retrospectively refit existing homes with new materials, technology and change in lifestyle to achieve lower carbon living. It’s a multi-billion pound challenge and the tenant is at the heart of this.

There are good technical people working on decarb and specifically retrofit, running’ multiple projects across Wales often with Welsh Government support. This role is needed to focus on the tenant/resident who will be going through this positive disruption and significant lifestyle change. We want to work with tenant groups, social landlords to look at whole end to end experience as well as track their ongoing experience.

We also want to ensure this pan Wales work delivers benefits to communities in form of:

1. Local training and employment opportunities
2. Use of circular economy in terms of supply chain
3. Reduction in fuel poverty

**JOB PURPOSE**

As Engagement Officer (part of an experienced and supportive delivery team), you will lead and deliver on the tenant & resident experience of a net zero agenda within the housing sector in Wales. The focus is on the user, the people living in their homes, their experiences & how landlords & WG engage with them. We want to identify best practices and ensure that everyone benefits from this decarbonisation agenda.

We want you to bring tenants and housing professional together from across Wales to discuss and learn from each other.

This will include development and delivery of training, facilitation of events (online and in-person) identifying, delivering and project managing consultancy and research projects.

You do not need to be technically skilled in decarbonising homes, but you will not be intimidated by the principles and mechanics and will need to build a working understanding/knowledge of retrofitting technology& practices

**The work will be focused on the decarbonation agenda and include the following:**

Project Delivery

* Planning and facilitation of online and in-person focus groups and network sessions
* Identifying, developing, delivering and project managing consultancy projects being delivered to our member organisations
* Development and delivery of new training courses/webinar content and related marketing materials
* Contribute to the development of the TPAS Cymru training and event programme through identifying needs and trends including decarb week events (13/06)
* Develop and foster relationships with our member organisations through networking and effective relationship management
* Work with network(s) of people involved in developing tenant engagement in relation to decarb whether as housing managers, community workers, tenant support workers or trainers
* Develop links across Wales with appropriate agencies and organisations in the field of tenant support and participation such as community development agencies
* Work with the team members to co-ordinate membership and operations work as a coherent Wales-wide programme

Business Development

* Identify, develop and deliver income earning projects and consultancy services
* Undertake topical research into new developments in the fields of net zero & decarb
* Development of new tools, templates and engagement techniques

COMMUNICATIONS & mARKETING

* Use social media effectively and proactively to promote your current projects and opportunities for our members and the sector
* As a team member, support and contribute to our digital engagement channels
* Write articles, blogs, publications, video explainers etc based on agreed decarb subjects
* Support the development of marketing and comms material

Other Duties

* The role needs to keep abreast of developments in Welsh housing policy and be able to represent TPAS Cymru
* To prepare and maintain a rolling projection of delivery activities and to monitor and manage delivery of objectives (deliverables and income)
* To contribute to the business plan for membership and operations functions of the organisation including income generation targets
* The role is mainly focused on South & West Wales members, however training sessions, consultancy and TPAS Cymru team meetings can be based across Wales
* Undertake other appropriate duties as agreed with line manager

Notes

The post holder will report to Programme Director but as we are currently a team of 7 we work as a close team without rigid 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.

Flexible working

The role has been budgeted for 28 hours. However as some of our work comes in phases there are opportunity (if mutually agreed) to increase hours on a short-term basis.

This is a front facing role and much of our work is required to be delivered in standard business hours. We try to accommodate flexible working around core delivery tasks.

KEY SKILLS / PERSON SPECIFICATION

* Passion & keen interest in decarb with ability to speak confidently on this subject to a wide range of stakeholders including boards & senior management
* Well organised and able to organise others
* Confident in person and in online meeting settings
* Ability and enthusiasm to interact effectively and courteously with a wide range of people
* Good digital confidence – able to use digital solutions such as Zoom, MS Teams, Google Meet and online survey tools
* Confident and proactive in the use of social media platforms to promote decarb work being undertaken and to market new opportunities
* Effective in creative writing skills to showcase decarb projects and to promote services and outcomes
* Ability to write creative and engaging communications.
* Good IT literacy skills
* Ability to provide excellent customer service
* Good communication skills with the ability to work effectively in a small team

**February 2022**