ENGAGEMENT OFFICER

JOB DESCRIPTION AND PERSON SPECIFICATION

**Accountable to:** Programme Director

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

**Contract type:**Permanent

**Hours:** 21 hours pw *(see notes below on flexible working options)*

**Salary:**  £18,500 based on 21hours. (£30,834k Full time equivalent**).**

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

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.

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 policy developments and issues, listening and channelling the experience and needs of tenants and landlords to policy makers; working with partner organisations to influence positive change.

TPAS Cymru are an Equal Opportunities organisation and are committed to equality of opportunity. We support and encourage under-represented groups and value diversity

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**

As Engagement Officer (part of an experienced and supportive delivery team), you will lead and deliver a diverse range of services to tenants and staff within the housing sector in Wales.

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

**The work will be varied and includes 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
* 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 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 community engagement, digital communications and housing issues
* Development of new tools, templates and engagement techniques
* Research and deliver recommendations concerning organisational growth opportunities

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 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 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.

Flexible working

The role has been budgeted for 21 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

* This role would suit an organised individual, who likes a varied simulating role, who gets involved in a variety of different disciplines
* Well organised and able to organise others
* Confident in person and 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 work being undertaken and to market new opportunities
* Effective in creative writing skills to showcase projects and to promote services and outcomes
* Ability to write creative and engaging communications.
* Good IT literacy skills
* Ability to provide excellent customer service
* Understanding the importance of confidentiality
* Good communication skills with the ability to work effectively in a small team

**November 2021**