# **So, what is this role really like?**

**What makes this role interesting are 2 key features:**

1. This role really does have lots of variety in it, to enable you to develop and use new skills and stand out in areas that you are good at.
2. We are a great team working across Wales. We are good at what we do and have a good culture and whilst other organisations say that...we really mean it.

**So, what does this role look like?**

We like getting tenants and renters together and listening to their lived experiences so arranging and leading focus groups, roundtables, delivering briefings and training is a key feature in the role.

You need to be able to engage tenants and senior housing staff at their level. They might be seeking the advice of TPAS Cymru or asking you to independently chair/facilitate a tenant meeting on their behalf. You will have opportunities to be creative and have fun, and times when you need to be more commercial and analytical.

Some examples of tasks during a typical week might be:

* In the morning you might be hosting an online tenant meeting delivering training that you have developed that turns housing related issues into easier to understand subjects, doing it in a way that is interactive and fun.
* In the afternoon you might be approaching speakers and writing engaging advert copy for an online webinar or large national event you are organising.
* Another morning you could be writing a proposal to a funder or for an organisation to collaborate with us via sponsorship or agreeing to run co-branded event.
* Another afternoon you might pop out to a landlord member or tenant group in north Wales to offer advice and consultancy.
* Is there any travel? – some but not frequent. Mainly it’s occasional visiting members/groups in north Wales during working hours. We do hold occasion face to face team meetings in mid Wales and we have 2 big events a year that require overnight stays – our Annual Conference in mid Wales in November and our Annual Good Practice Awards in Cardiff late June/early July.

**How teamwork will turn your plans into reality**

We are a team of 8 and like all great teams we all have different skills and interests that enable us to support each other.

For example – Iona is amazing in setting up the logistics of events; getting things onto our website, setting up registration, managing bookings, answering queries and is our in-house translator. You will quickly realise how much of an asset she will be to your role. Eleanor leads on housing policy and communications. Should you need it she will help you navigate the world of Welsh Government and Senedd. She also leads on our social media, and you will likely work with her to turn your ideas into successful campaigns. David1 is our is an experienced programme lead and has a great feel for what works and ideas on how to make events special and ensure people come back for more. Akshita is our Net Zero Engagement Officer and is leading on a growing area of influence for us. Martin as our numbers and data person will take care of costs and billing for you, and as HR lead, he will also manage your induction. Olivia is new in the south office (Cardiff) and brings fresh thinking. Finally, the CEO (David2) is 100% behind this role. He wants you to grow and develop via training and experience and you will have his support.

Equally, we would expect you to support others in the team – this could be being part of a stall at a community fun day, helping a colleague arrange an event and contributing to ideas or proposals. No one works in isolation.

**What about office and hybrid working?**

Some things work better from home, some things like planning and creative work works well in the office, as well as supporting colleagues. Sometimes we need to be on location at members offices or at a community centre. The Colwyn Bay office is always there when you want it.

No week is the same, but to set some expectations it typically could be 2 days at home, 1 day in the office or out somewhere with a landlord or tenant group.

**IT/Digital confidence**

We are increasing our use of communication and engagement technology: finding more digital solutions in our work. From social media, online meeting platforms, survey platforms, digital collaboration tools etc. Whilst we will train you, it’s not a role for people who are wary of trying new things in this area.

**Anything else?**

The ability to communicate fluently in Welsh is a key requirement of this role. You will need to use your Welsh (but we have an in-house translator for translation work)

**Any questions? Do let us know:** enquiries@tpas.cymru