# 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 new skills and stand out in areas that you are good at.**
2. **The role can be a pathway role to a bigger Engagement role (and salary) IF you want to develop**

I know other organisations say that, but we really mean it.

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

We like getting people together and listening to their lived experiences so arranging and leading focus groups, roundtables and tracking social media comment will also feature in the role.

You need to be able to engage tenants and senior housing staff at their level. 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 hosting an online tenant meeting, delivering training 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 at a Welsh Government event showcasing our work and pressing the tenant voice in decision making.

Another morning you could be writing a proposal for an organisation to collaborate with us via sponsorship, or a co-branded event. That afternoon could be shooting a video, either a case study at a housing development somewhere in Wales or just explaining in 1min what a recent announcement by Welsh Government actually means to tenants. With some training, you will likely edit and subtitle it yourself using simple editing tools we have.

Another day could be supporting Tenant Pulse. We often survey tenants, and you will likely collaborate to build a survey, work with others to write it up and present its’ findings.

**What does our communication style look like?**

Have a look at these 2 examples:   
1) This one is an explainer of a WG announcement. (Note: Elizabeth has been doing this for years, so we don’t expect you to do doing this on Day 1!)

<https://youtu.be/RELLQpuVPsY>

1. Here is a joint one by David and Eleanor (like above, both have been doing this for a while now, but you can see we are looking occasionally at notes as it was breaking news)

<https://youtu.be/PBQp_CLHVZ4>

**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 online 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. Olivia leads on engagement projects and housing policy. Should you need it she will help you navigate the world of the Welsh housing sector. 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. 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 – could be being part of a stall at a community fun day, helping a colleague who is not as confident on social media or giving feedback on one of their 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 office is always there when you want it.

No week is the same, but to set some expectations it typically could be 3 days at home, 1 day in the office and 1 day out somewhere with a landlord or tenant group. We have based this role in our Cardiff office as lots of face-to-face meetings with members, partners etc are often based in the Cardiff area.

The Cardiff office is at the bottom of Cathedral Road, minutes from the centre of town. The building has a canteen, plenty of meeting space, secure bike parking etc. The office and our storeroom are not designed by the interior decorators of Apple or Google!, but they are serviced and comfortable - we have a kitchen, a nice sofa and our own video conference facilities. We have plenty of props, equipment and tools to help you in the role.

**IT/Digital confidence**

We are increasing our use of tech: finding more digital solutions in our work. From social media, video and image making, 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 role can be a pathway role to a bigger Engagement role (and salary) IF you want to develop and step up in responsibility and use your commercial acumen. Equally you can stay as you are and be great at that. Others in the team have developed via this route.

**Any questions do let us know.**

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