# So, what is this role really like?

**This role really does have lots of variety in it.**

I know people say that, but we really mean it.

In the morning you might be with a tenant group running training that turns complex 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 packed with self-appointed ‘experts’ and you might be the lone voice of tenants in the room.

Another morning could be writing a proposal for someone in the Net Zero supply chain to collaborate with us via sponsorship, or co-branded event. That afternoon could be shooting a simple video case study at a housing development somewhere in Wales. You will likely edit and subtitle it yourself using tools we have.

Have a look at these 2 examples  
<https://youtu.be/RoHKPJgsASQ?si=o1IewVk1LQLVHDhx> <https://youtu.be/zwSeNpkynlU?si=5S2RayH9T1t4A-zZ>

We also survey tenants often, and you will build your own surveys, and write up and present findings. Here’s a webinar recording where we discussed our last Net Zero focused Tenant Pulse. <https://youtu.be/nqkFmgNGyUM?si=vhAE5zTjnH9UHvKs>   
We like getting people together and listening so arranging and leading focus groups, roundtables and tracking social media comment will feature in the role.

You need to be able to engage tenants, CEO’s, and supply chain at their level. You will have opportunities to be creative and have fun, and times when you need to be commercial and analytical.

**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 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 is a fantastic engagement officer based at our Cardiff office so will help you get settled and work on some projects with you. She also leads on our social media and can help turn your ideas into successful campaigns. Elizabeth is a policy geek and will help you navigate the layers of Welsh Government and sector influencers and how to response to official consultation documents. Some support is more subtle. David1 and Helen are our experienced hands, and both have a great feel for what works and have great advice on how to make your events special and ensure people come back for more. Martin as our numbers and data person will take care of costs and billing for you and also manage your induction. Finally, the CEO (David2) who you will report to, is 100% behind this role. He pushed for it and wanted this to grow and expand. You will have support.

Equally, we would expect you to support others in the team – could be resourcing 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?**

There are no hard and fast rules, and you can use the office or not. Some things like planning and creative work works well in the office as well as supporting colleagues, whereas some parts of the role you may prefer to be at home. You can use office and home as you see fit in consultation with your line manager. 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.

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 Apple or Google, but they are serviced and comfortable - we have a kitchen, a nice sofa to get away from your desk and our own video conference facilities.

We have plenty of props to help in the role such as a pair of nice Bluetooth microphones for video interviews, a thermal camera, and plenty of IT tools like an easy subtitling tool, Canva Pro, in-house translation etc.

**Anything else?**

The role was created about 15months ago as we felt that tenant voice, awareness and sharing best practice around tenant experience wasn’t where we wanted it to be in the industry. Someone needs to champion the user experience. Sadly, the first role holder, the excellent Hannah is returning home to sunny California as the 1st step in a bigger life change.