

So, what is this role really like?

The heart of this role is to listen to tenants and housing staff, inform and challenge them via events and influence policymakers through evidence and clear reasoning. We will support you, and help you with the knowledge to do the role, but you need to be confident and willing to stand up and present your thoughts

Welsh housing is better when we get together and listen to the lived experiences of tenants, so you will lead focus groups, roundtables and chair discussions. You will be delivering our training or policy briefings to groups of tenants and housing staff.

You need to confidently engage tenants, senior housing staff and Welsh Government 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 be hosting an online tenant meeting, delivering our training that turns 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, pressing the tenant voice in decision-making.
- Another morning, you could be writing working with colleagues to develop our official policy response to a Welsh Government consultation
- 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 analysing results from our respected 'Tenant Pulse'. We often survey tenants, and you will likely collaborate to build a survey, lead the analysis, and present the findings.

What does our communication style look like?

Have a look at these examples:

1) This one is aimed at updating the sector on recent housing policy news (Note: we don't expect you to do this on Day 1!)

<https://youtube.com/shorts/zws9HITGRE?feature=share>

2) Here is a joint one by David and Olivia (like above, both are experienced, but you can see we are looking occasionally at notes, as it was breaking news)

https://youtu.be/8Xx1MqJukmE?si=8rm_jm111GXY0ObC

3) We don't do this often, but we recently tested trying humour on social media to make a serious point. Whilst Olivia was our star, it was a team effort of supporting the script, editing etc,

English: <https://youtube.com/shorts/bd-X0r1T2ZI?si=PgykGyKE147a-ZRF>

Welsh: <https://youtube.com/shorts/QBzFwl-dRak?si=LLPsUTO-cKJtWYXF>

How teamwork will turn your plans into reality.

We are a team of 7 and like all great teams we all have different skills and interests that enable us to support each other.

We will support you and equally, we would expect you to support others in the team. No one works in isolation.

What about office and hybrid working?

Some things work better from home, some things like planning and creative thinking works well in the office. Sometimes we need to be on location at members offices or at a community centre across Wales to deliver an event. The office is always there when you want it.

No week is the same, but to set some expectations it could be 2 days at home, 2 days 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 storeroom are not going to win design awards, but they are serviced and comfortable - we have a kitchen, 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 digital.

Any questions do let us know enquiries@tpas.cymru