

Division:	Landlord Services
Job Title:	Customer Engagement Officer
Grade:	D
Post Number:	Q033
Base/Location:	Southfield Road
Responsible To:	Principal Officer – Customer Engagement and Older People’s Services
Responsible For:	N/A
Key Relationships/ Liaison with:	Landlord Services and other Council teams

Job Purpose	
	<ul style="list-style-type: none"> To develop and support customer engagement and co-ordinate consultation and feedback on all proposed changes to housing services. To provide specialised administrative support for all customer engagement activities. To deliver an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities	
1.	To monitor and evaluate levels of customer engagement and promote continuous development of the service.
2.	To provide administrative support for all customer engagement functions, including attending meetings and taking minutes, writing and sending out letters and generally coordinating the work of the customer engagement team.
3.	To promote and encourage formal and informal customer engagement.
4.	To service, develop and support the Charnwood Housing Residents Forum (CHRF), Senior Citizens Forum (SCF), and any other tenant or community groups, providing advice and assistance as appropriate.
5.	To assist in the production and preparation of the tenant newsletter and any other publications for the customer engagement service.
6.	To initiate, develop and review new and existing customer engagement mechanisms.
7.	To be responsible for regular updates to the website.
8.	To maintain and develop the TP Tracker database to monitor customer engagement activity.

9.	To promote, research and organise training opportunities for tenants to increase their capacity building.
10.	To encourage, support and plan staff and board member training in relation to customer engagement.
11.	To assist in the implementation of the Customer Engagement Strategy.
12.	To undertake research, and to carry out satisfaction surveys relating to tenant participation and consultation in Charnwood.
13.	To deliver projects in relation to tenant and leaseholder engagement and scrutiny activities.
14.	To plan, organise and deliver service and scrutiny reviews by tenants and leaseholders.
15.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
Special Factors	
<ul style="list-style-type: none"> The nature of the work may involve the jobholder carrying out work outside of normal working hours. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: 13 March 2017

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	Essential	Desirable	How assessed
Qualifications			
Good general level of education equivalent to five GSCE's.	✓		App/Doc
Housing related qualification or studying to achieve qualification.		✓	App/Doc
Experience			
Previous experience of working with customers or community groups.	✓		App/Int
Experience in the delivery of high-quality customer services and engagement activity.		✓	App/Int
Previous experience of consulting/preparing consultation documents for tenants.		✓	App/Int
Skills/Knowledge			
Knowledge and understanding of tenant and leaseholder engagement framework and structures.	✓		App/Int
Experience in identifying training needs for customers and sourcing and facilitating training.		✓	App/Int
Proven track record of demonstrating improved services and performance for residents.		✓	App/Int
Ability to take minutes of meetings and keep accurate records.	✓		App/Int

PERSON SPECIFICATION

IT literate and experienced in the use of a variety of IT systems, including Microsoft Word and Powerpoint.	✓		App/Int
High level presentation skills and able to work at a range of levels.		✓	App/int
Interpersonal Skills			
Excellent interpersonal skills and a proven ability to communicate effectively at all levels.	✓		App/Int
Excellent written, networking and presentation skills.	✓		App/Int
Experience of managing and maintaining partnership working.	✓		App/Int
Experience of delivering effective marketing, publicity and communications services.		✓	App/Int
Demonstrates commitment to working with tenants and leaseholders.	✓		App/Int
Other requirements			
A proven track record of managing projects using standard methodology to track and deliver results.	✓		App/Int
Evidence of an awareness of Value for Money.	✓		App/Int
Experience of the funding and audit of community and voluntary groups.		✓	App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

Key: App = Application form Test = Test Int = Interview	Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)
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Prepared by: Principal Officer – Customer Engagement & Older People’s Services Date: 13 March 2017
