



Resident Engagement Officer

Salary: Band 7 - £32,061 - £36,363 p.a.

Hours per week: 37 Monday to Friday

Location: Somerstown Area Housing Office, Portsmouth

Contract type: Permanent

The Service:

Portsmouth City Council's Portsmouth Homes is committed to providing residents with the best service possible. This service includes:

- Helping Portsmouth Homes tenants and leaseholders get employment
- Resident led scrutiny of housing services
- Supporting residents groups
- Supporting community activities

What is the role?

The purpose of this role is to promote and encourage Portsmouth Homes residents to engage with our services so that residents can share their views, and to help council tenants and leaseholders improve their employment prospects. This will involve:

Engagement:

- Publicise these opportunities in all our communities
- Encourage residents to share their views on the services we provide
- Set up and facilitate resident groups, where required
- Encourage members to join the Residents Consortium
- Support other areas of Housing with projects and customer satisfaction surveys
- Work with existing organisations and those active in the community to encourage take up of opportunities
- To attend meetings / roadshows in our communities
- To work with other agencies and partners

Employment:

We will consider any support that helps a Portsmouth Homes tenant or leaseholder into work, this can include:

- Training, eg CSCS
- Expenses
- Equipment
- ID

Who is the person?

You need to:



- Be proactive, hard-working and highly motivated to be able to meet the challenges of the role.
- Be an excellent communicator with both written and oral communication skills. Have excellent customer care skills.
- Be a problem solver with sound understanding of housing and fostering partnerships and working collaboratively across agencies.
- Be able to self-manage and work on your own initiative and manage your workload effectively.
- Be proficient with Microsoft Office as you will be compiling letters and inputting data using spreadsheets.
- Be flexible to attend out of hours meetings and events in the community in accordance with the needs of the business.
- Be mobile and able to travel throughout the city and outlying areas and able to work from any location as required.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).