

Job Description

Role Profile		Resident Involvement Co-Ordinator
Service/Team	—	BCP Homes
Reports to	—	Neighbourhood Inclusion Manager
Responsible for	—	N/A
Number of posts	—	1
Post number	—	11469
Career Grade	—	BCP Band E

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring that BCP Homes residents are provided with opportunities to get involved, and to challenge the standard and delivery of housing services both locally and nationally

Job Overview

- To support and assist in embedding customer focus throughout BCP Homes Services, operations, policies, and strategies.
- To plan, support and facilitate the work of the Resident Committee/panels and scrutiny groups to enable them to effectively hold BCP Homes to account.
- To organise and co-ordinate activities which enable residents to influence and / or scrutinise BCP Homes Services, including training events, focus groups, scrutiny groups, task and finish groups, workshops, customer surveys, site visits and the annual residents' meeting/conference.

Key Responsibilities

- Support lead Officers with the selection, planning and scheduling of activities and recruit resident volunteers. Responsible for all logistical arrangements such as co-ordinating dates and timings, booking venues, transport and catering and collating and distributing any supporting documentation.
- Plan and guide the work of each of the resident involvement committee/panels and scrutiny groups including agenda setting with chairs and lead officers. Ensure that all information and reports are provided to residents in an appropriate format
- Ensure the smooth, successful running of meetings and that groups adhere to their terms of reference. Produce accurate minutes and ensure that actions arising are followed up by the relevant officers and / or reported to the appropriate management or governance body.
- Identify the training and development needs of resident volunteers. Source or develop appropriate training and development solutions and implement to enable volunteers to effectively scrutinise and influence BCP Homes Services.

- Maintain an accurate record of volunteers and residents who have expressed interest in volunteering for scrutiny or involvement activities or would like to be consulted by email. Follow up expressions of interest by sending out relevant and up to date information and following up with phone calls to answer queries and encourage participation.
- Create promotional materials and copy to encourage greater participation with the service from residents e.g., information sheets and packs, BCP Homes News articles, flyers, leaflets, and letters. Keep these up to date and relevant.
- Regularly check and review the service's 'Get involved' web pages and ensure new information is added and existing information is refreshed and updated.
- Support Officers with the distribution and production of consultation documents for residents' feedback. Collate and summarise the responses.
- Liaise with Officers from other organisations to organise shared training events and activities for resident volunteers.
- Undertake such other duties as may be required from time to time, commensurate with the level of the post.

Specific Qualifications and Experience

- Good standard of general education
- Experienced in successfully planning and organising events or meetings
- Experienced in working in close contact with customers or volunteers
- Experience of using IT systems and databases to accurately record and find information.
- Demonstrable relevant experience working in local government or other public sector organisation (desirable)
- Understanding and ability to explain the national statutory approach to co-regulation in social housing (desirable)

Personal Qualities & Attributes

1. Excellent multi-tasking and time management skills.
2. Meeting facilitation skills to ensure residents' meetings achieve their key aims and operate within their agreed Terms of Reference.
3. Good written communication skills – ability to write effective and accurate letters, minutes, copy for BCP Homes News magazine and the website, information sheets, leaflets, posters etc.

4. Ability to summarise and explain service information, policies, and procedures.
5. Good level of numeracy.
6. Good level of ability in Excel, Word, PowerPoint, and Microsoft Office packages and using the Internet.
7. Good interpersonal skills – confident and tactful dealing with both residents and officers.
8. Influencing and persuading skills – ability to motivate residents and officers.
9. Prepares and checks work and information thoroughly and follows up with others to ensure commitments are fulfilled

Job Requirements

- DBS clearance required
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to a car.
- Will be required to occasionally work outside normal office hours for which time off in lieu will be given

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.