

Job Description

Job Title	Tenant Engagement Manager	Department	Development and Growth
Grade (if applicable)		Location	Dartford (London)

Job Purpose

Lead the engagement of tenants, residents and other stakeholders across Riverside's priority London estates to maximise the impact of our major planned re-investment programme for our tenants and the wider community to ensure the long term sustainability of the estates.

Accountabilities or "What You Have to Do"

- Develop Riverside's strategy for resident engagement in accordance with the GLA best practice guide on estate regeneration.
- Maximise the positive and productive engagement of tenants across a number of estates to ensure tenants understand and can influence the potential changes and are fully aware of the issues that could affect them.
- Identify and develop opportunities for community development, maximising the opportunities available through the planned investment programmes to enhance tenant prospects and opportunities.
- Work as part of the wider London Development team to develop an excellent understanding of the full regeneration programme and its constraints, ensuring that any engagement activities are appropriate and timely.
- Oversee the planning of any ballots required and co-ordinate resources across estates to deliver successful ballots that see a strong turnout from well-informed tenants.
- Develop estate-based resident engagement plans and, where required, put in place detailed planning for any ballots, managing their implementation to ensure residents are well informed and reassured about proposals in order to achieve a positive endorsement of the proposed re-investment option.
- Develop, update and constantly review a risk and opportunities register in respect of tenant and wider stakeholder engagement for each estate.
- Support the development of a Stakeholder Strategy for each estate, and work with the wider team to implement this strategy to maximise awareness, input and support for Riverside's proposals.
- Ensure Communications Plans are developed, regularly reviewed and implemented by the team to ensure residents are well informed and satisfied with the level and timing of information being provided.

Approval Date	Reference	Owner	Review Date
27/06/2018	NS/DG/NT/V1.0	TA	27/06/2019

- Manage the Senior Communications Officer and Tenant Liaison Officer for the Re-investment programme.
- Work with wider housing, regional and asset management teams to ensure all local staff are well informed about the engagement plan and re-investment proposals, and are equipped to communicate appropriate information as part of their normal duties.
- Identify key stakeholders within the regeneration projects and build effective and productive working relationships to achieve a positive endorsement of the proposed regeneration option (MP's, Councillors, key community stakeholders).
- Provide effective reporting of the engagement plans identifying progress, risks and measures of success.

Knowledge, Skills and Experience

Essential

- Proven Experience of working with tenants and residents living on estates that have undergone regeneration.
- Proven Experience of developing and implementing resident engagement strategies.
- Experience of working with wider stakeholder groups such as councillors, MPs, local businesses etc.
- Strong organisational skills to ensure plans are developed, implemented and reviewed to ensure successful outcomes.
- Excellent communication skills, including a strong understanding of issues and reputation management. A good listener and being able to speak and write clearly to a range of audiences.
- Ability to set own targets and work flexibly around tenant requirements.
- Experience of working in a team where plans are constantly developing, priorities changing and being able to maximise engagement of other team members to support the successful delivery of your targets.
- Managing people and helping employees develop their capacity whilst ensuring strong performance against the targets you have helped set.
- Understanding of housing regeneration issues and ability to engage with a wide range of consultants and stakeholders to support the successful regeneration of estates.

Desirable

- Working on estates which have been subject to resident ballots.
- Experience of working in multi complex residential estates.
- Knowledge of GLA regulations and best practices.

Approval Date	Reference	Owner	Review Date
27/06/2018	NS/DG/NT/V1.0	TA	27/06/2019

Competency Framework

Deliver the Vision

- Focuses on the company's goals, understands its direction and contributes to its overall success.

Focus on Performance

- Takes ownership of the performance and development of themselves, supports the development of others.

Strive for Excellence

- Continually looks for ways to improve the service provided by self, team and the organisation.

Be Commercially Minded

- Aware of the need to add value to support economic, sustainable growth for the organisation.

Additional Information

- The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

Approval Date	Reference	Owner	Review Date
27/06/2018	NS/DG/NT/V1.0	TA	27/06/2019