



Role: Tenant Engagement Coordinator

Location: Hybrid working with office and national site attendance required.

Reporting to: Customer Experience Manager.

Contract: Permanent, subject to a 6-month probationary period.

Salary Range: €48,500 – €67,900

Hours: 37.5 hours per week over 5 days.

Leave: 26 days.

Pension: Available on completion of probation.

Travel: The post requires a valid driving licence and the use of a car for business purposes.
Expenses Policy applicable.

Head Office: Phoenix House, Castle Street, Dublin 2.

The Organisation: Circle Voluntary Housing Association (VHA) was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.

Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.

The Role: The Tenant Engagement Coordinator will be responsible for development and delivery of Circle VHA's Tenant Communication and Engagement Strategies (TCES). The successful applicant will be an experienced, energetic and resourceful. They will provide leadership and be proactive in developing initiatives to improve satisfaction, gathering and acting upon feedback and creating new opportunities for tenants to input into Circle VHA. They will supervise staff engaging in both tenant engagement and Quality in our Diversity initiatives. The post holder must be prepared to work flexibly

and be able to attend occasional out of hours meetings. They will be expected to travel efficiently and effectively nationwide between various locations to meet the requirements of our tenants.

Key Responsibilities

Tenant Communication and Engagement Strategy (TCES)

- Lead in the delivery of the current TCES and action plan in collaboration with tenants and colleagues.
- Develop future TCES and action plans to enhance tenant services and satisfaction, in accordance with the organisational values and strategic objectives.
- Develop and coordinate initiatives that enable tenants to provide their views, participate in activities, monitor performance, and apply meaningful influence on decision-making.

Tenant Engagement

- Actively engage with tenants to secure and use feedback in shaping services.
- Capture and feedback tenant insight across the organisation.
- Develop and maintain systems to ensure tenant feedback and satisfaction levels are captured, analysed and reported.
- Internally champion tenant engagement and empowerment to deliver outcome focused services.
- Support colleagues to incorporate tenant input and close the feedback loop on outcomes.
- Regularly meet tenants to gather feedback, address concerns, and provide updates.
- Coordinate and facilitate positive co-production activities such as tenant meetings, focus groups, workshops, etc. to foster a sense of community and encourage open dialogue.
- Grow the numbers and diversity of engaged tenants and groups across neighbourhoods.
- Maintain our engaged tenant database and track activities, monitoring against equality, diversity and inclusion criteria.
- Prepare newsletters, reports and other communications alongside tenants and colleagues.
- Work with Marketing and PR to create engaging, effective, inclusive and scalable messages.
- Communicate tenant engagement activities to all tenants through a variety of channels.
- Lead the development, review and maintenance of the tenant portal, website and social media.
- Develop new channels and methods to reach and engage with our tenants and staff.
- Provide administrative support to all tenant groups and the Tenant First Link Committee.

Quality in Diversity (QID)

- Serve as a Circle VHA representative on the QID steering group, alongside representatives from other partner organisations.
- Manage the internal coordinating group, arrange meetings, update and monitor the workplan.
- Deliver on key targets identified by the steering group and work plan.
- Undertake specific projects/consultation work, including survey work and, where appropriate, work collaboratively with colleagues on projects.

Team Supervision:

- Lead and supervise Tenant Engagement Officers and the Quality in Our Diversity project.
- Lead in the recruitment, selection and induction of team and other staff as required.
- Assess the training needs of the team and prepare annual training plans in consultation with HR.
- Lead team meetings ensuring liaison where needed with other teams, departments and agencies.
- Ensure all staff carry out their functions timely, accurately and communicate effectively.

- Develop a culture where teams/individuals are empowered to make the right decisions for tenants.
- Provide consistent leadership and supervision to all direct reports, role modelling the Circle VHA values in all interactions and set a culture of high performance.

Partnerships:

- Work collaboratively with all teams and colleagues to ensure systems and processes are in place to deliver a positive tenant experience.
- Ensure effective involvement of tenants, internal and external stakeholders in evaluation of current housing and services.
- Promote sustainable communities by building and maintaining relationships with key stakeholders and engaging in wider organisational and partnership work on community involvement and participation.

Managing Objectives:

- Prepare and deliver key performance reports to the Management Team, Director of Services, Leadership Team, and the Board.
- Manage the engagement budget. Apply for grant or funding available for specific areas of work.
- Monitor and report on performance, tenant engagement, identifying trends and implementing any improvement plans, producing reports as required.
- Monitor and support new initiatives as directed by the Director of Services.

General:

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to service plans, team and individual targets, and positively contribute to meetings.
- Liaise with all teams as required to ensure the information is appropriately shared and that tenants receive a seamless service.
- Provide a high-quality, customer-centred service at all times.
- Carry out all duties observing Circle VHA's policies and procedures.
- Attend all organisational training.
- Provide cover for annual leave or sick leave for other team members.
- Represent Circle at tenant meetings, external events, board/committee meetings, court, tribunals and other events.
- Undertake any other duties that are reasonably commensurate with the level of this post.

Key Competencies

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| ➤ Commitment to demonstrating Circle VHA's WE HEAR values. | ➤ IT Skills (Word, Excel, PowerPoint). |
| ➤ Tenant engagement. | ➤ Data management and analysis. |
| ➤ Delivering against agreed targets. | ➤ Communication skills. |
| ➤ Team working and collaboration. | ➤ Brand integrity. |

Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.

<u>Education and Work Experience</u>	<u>Essential</u>	<u>Desirable</u>
• Third level qualification in housing, community, social, business or similar	√	
• Minimum of 2 years' working in social housing		√
• 2 years' supervisory or management experience	√	
• Experience in the delivery of a range of effective customer and community engagement activities/forums	√	
• Experience of the ways in which digital communication can support improved customer satisfaction and engagement		√
• Application of in-house, multi-discipline IT packages	√	
• Membership of the Chartered Institute of Housing with a Level 3 qualification or more		√
<u>Key Knowledge/Skills</u>		
• Demonstrable understanding of the social housing sector	√	
• Understanding of the needs of people from diverse, social & cultural backgrounds and how to improve levels of engagement	√	
• Able to generate ideas to improve service delivery and deliver value for money	√	
• Knowledge and experience of customer experience management tools, including customer journey mapping	√	
• Understanding of Housing Legislation	√	
• Excellent organisational, time management and administrative skills and experience of creating and maintaining accurate and complex written and computerised records as well as collating and disseminating information	√	
• Able to communicate confidently and effectively with groups including tenants, staff, external bodies, senior colleagues, Board Members and Councillors.	√	
• Effective negotiating skills and able to resolve, anticipate and prevent problems	√	
• Ability to manage challenges positively and understand risks with a collaborative approach to find creative solutions	√	
• Excellent written and oral communication skills including report writing and the ability to effectively communicate key updates and decisions to all relevant staff	√	
• MS Word, Excel, Outlook, PowerPoint and Visio and strong analytical and reporting skills	√	
• A second language/multi-lingual		√

This job description is not restrictive and will be subject to periodic review.