

## Job Description

Job title	Resident Engagement Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA
Range	MPR 4
Reports to	Data and Insight Manager

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### Main purpose of the job:

This role focuses on developing and leading community engagement and social inclusion initiatives to build strong and sustainable neighbourhoods for Medway Council tenants. The postholder will design programmes and projects to foster community cohesion, promote social equality, and reduce social isolation. They will use data and insights to inform resident engagement activities, ensuring services are tailored to meet the needs of residents across all tenures and encouraging involvement from under-represented groups.

The role also involves creating partnerships with tenants, service providers, and external stakeholders to maximise community benefits. The postholder will maintain up-to-date knowledge of resident engagement issues, legislative requirements, and compliance standards, such as the Charter for Social Housing Residents and the Social Housing White Paper. Budget management, securing external funding, and ensuring effective collaboration with other council services and agencies are also key aspects of the role.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

Develop and deliver community engagement and social inclusion initiatives to strengthen neighbourhoods and promote equality

Use data and insights to inform and tailor resident engagement activities, ensuring the Council complies with Consumer standards

Implement, monitor, and evaluate the impact of resident engagement activities, ensuring alignment with the Council's corporate plan and Regulatory Standards

Maintain regular communication with residents to understand their needs and reflect these in service delivery, with a particular focus on engaging under-represented groups such as youth, BME communities, and disabled residents

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Build and manage partnerships with residents, service providers, and external stakeholders to maximise community benefits and ensure residents have access to other Council services and partner organisations

Identify and secure external funding to support community cohesion and engagement initiatives

Plan, manage, and monitor budgets for community events and engagement projects, ensuring resources are allocated effectively

Ensure compliance with National agendas, legislative requirements, and regulatory standards, including the Charter for Social Housing Residents and the Social Housing White Paper

Effectively manage, coach and support the Resident Engagement Apprentice

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Data and Insight Manager.

The post holder will have line management responsibility.

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The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

5 GCSE's grade 5-9 including English and Maths

Full UK driving licence and daily use of a car

Willingness to undertake and complete all mandatory training

##### Level B (in addition to level A criteria)

Completion of role specific training as identified on the HRA tenant services training matrix.

##### Level C (in addition to levels A and B)

Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role

Evidence of continued professional development

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#### Knowledge

##### Level A

An understanding of community engagement principles and social inclusion

Awareness of the Charter for Social Housing Residents, Social Housing White Paper and Consumer Standards

Knowledge of tenant engagement practices and methods for consultation

##### Level B (in addition to level A criteria)

Good understanding of regulatory requirements, including consumer standards

Knowledge of how to use data and insights to inform targeted tenant engagement strategies

Awareness of diversity and inclusion issues, particularly regarding under-represented groups

##### Level C (in addition to levels A and B)

Extensive knowledge of best practices for community cohesion and social inclusion, including innovative and evidence based approaches

Advanced understanding of data analytics tools and techniques for tenant profiling and targeted engagement

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#### Experience

##### Level A

Experience working with residents or communities in a customer-focussed or support based role

Exposure to multi-agency working or partnership environments

Involvement in delivering community projects or initiatives

##### Level B (in addition to level A criteria)

Experience of delivering successful community engagement or social inclusion initiatives

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Experience using data to develop targeted and impactful engagement activities

Experience of having worked with diverse communities and addressing barriers to engagement

Participation in securing funding and managing budgets for community projects

[Level C \(in addition to levels A and B\)](#)

Significant experience in designing and leading high-impact community engagement projects with measurable outcomes

Evidence of mentoring and coaching colleagues to build capacity within the team

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### Skills

[Level A](#)

Good communication and interpersonal skills, with the ability to build relationships with residents and stakeholders

Organisational and time management skills to coordinate engagement activities and events

Data handling skills, including gathering and interpreting information to inform decision making

[Level B \(in addition to level A criteria\)](#)

Ability to design, implement, and monitor resident engagement programmes and evaluate their impact

Skilled in interpreting data to inform engagement activities and service improvements

Competent in managing multiple projects, including budgeting and resource planning

Effective partnership building skills with internal teams, service providers, and external stakeholders

[Level C \(in addition to levels A and B\)](#)

Ability to lead on strategic initiatives, aligning tenant engagement with corporate objectives and regulatory standards

Advanced skills in engaging and mobilising hard-to-reach groups, using creative and inclusive consultation methods