

Job Description

Job title	Resident Engagement Coordinator
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA
Range	MPR2
Reports to	Resident Engagement Officer

Main purpose of the job:

This role supports the Resident Engagement Officer by developing and delivering community engagement and social inclusion initiatives that strengthen neighbourhoods and improve quality of life for Medway Council tenants.

The role will support the Resident Engagement Officer to raise the profile of engagement and support formal consultations with tenants and leaseholders.

The role will provide administrative support to the Resident Engagement Officer to support the development of engagement opportunities and the development of a resident centric approach to service delivery.

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

Accountabilities and outcomes:

To assist in the delivery of community engagement and social inclusion initiatives to strengthen neighbourhoods and promote equality

To support the Resident Engagement Officer to use data and insights to inform and tailor resident engagement activities, ensuring the Council complies with Consumer standards

Assist with setting up and support the delivery of consultation events by email inbox monitoring, room bookings, social media updates, forwarding complex enquiries to the Resident Engagement Officer and responding to simple queries.

To support the Resident Engagement Officer to maintain database of expressions of interest in tenant engagement and maintain contact with tenants and leaseholders where appropriate engagement activities and events are planned to encourage engagement.

Provide a supportive role by attending meetings and events as required, with the Resident Engagement Officer.

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Undertaking relevant training and take up role specific learning and development opportunities.

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 Resident Engagement Officer.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

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.

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Person specification

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

Qualifications

Level A

Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc or similar qualifications

Full UK driving licence and daily use of a car

Level B (in addition to level A criteria)

Completion of role specific training as identified in the HRA Training Matrix

Level C (in addition to levels A and B)

Working towards completion of level 2 in Chartered Institute of Housing or equivalent qualification in customer/community engagement.

Evidence of continued professional development

Knowledge

Level A

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

Knowledge of tenant engagement practices and methods for consultation

Knowledge of common engagement methods such as surveys, forums, workshops, and digital platforms.

Understanding of practical consultation techniques and how to gather and record feedback effectively.

Basic awareness of the Charter for Social Housing Residents, Social Housing White Paper, and Consumer Standards, with an understanding of how these influence engagement activities.

Experience of providing administrative support

Level B (in addition to level A criteria)

Knowledge of tenant engagement practices and methods for consultation

An understanding of regulatory frameworks and compliance requirements, including consumer standards.

Commitment to promoting diversity and inclusion, with a particular focus on supporting under-represented groups.

Collect and analyse resident data and feedback

to identify trends and service gaps.

Level C (in addition to levels A and B)

Knowledge of approaches to building

community cohesion and promoting social

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inclusion, with an understanding of practical and proven methods.

Awareness of using data insight to develop and inform resident engagement

Awareness of equality, diversity, and

inclusion practices and why they matter in

service delivery

Experience

Level A

Awareness of working with residents or communities in a customer-focused or support-based setting

Understanding of multi-agency working or partnership approaches

Interest in or exposure to community projects or initiatives

Level B (in addition to level A criteria)

Awareness of community engagement or social inclusion activities and an interest in supporting their delivery

Basic understanding of how data can be used to inform engagement approaches

Basic understanding of using data to support engagement activities and service improvements

Level C (in addition to levels A and B)

Experience of supporting the delivery of community engagement activities and learn how projects achieve positive outcomes

Organisational skills to manage own workload and meet deadlines under supervision

Exposure to working with diverse communities and an appreciation of the importance of reducing barriers to engagement

Skills

Level A

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

Basic IT skills, including using Microsoft Office and digital platforms to support communication and engagement

Willingness to learn about housing services, community development, and regulatory requirements

Level B (in addition to level A criteria)

Ability to assist with the delivery and monitoring of resident engagement activities and contribute to evaluating their impact

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Organisational skills to help coordinate tasks within projects and support resource planning

Ability to work collaboratively within a team and contribute to shared goals

Willingness to build positive working relationships with colleagues, service providers, and community partners

Level C (in addition to levels A and B)

Ability to work proactively to support resident engagement programmes

Ability to contribute to initiatives that support tenant engagement and learn how these align with corporate objectives and regulatory standards

Interest in developing skills to engage and support hard-to-reach groups, using inclusive and creative consultation approaches under guidance