

Job Description

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

Main purpose of the job:

Medway Council is committed to ensuring that residents have a voice in shaping housing services. The Resident Engagement Apprentice will support Data & Insight Team to deliver engagement activities, gather resident feedback, maintain accurate records and use data to help improve services for tenants and leaseholders.

This apprenticeship provides an opportunity to develop skills in resident engagement, customer service, administration, data management and community consultation while working towards a recognised qualification. The role will help ensure that resident views are captured, understood and used to inform decision-making and service improvements.

We particularly welcome applications from care leavers and people with lived experience of social housing who can bring valuable insight and lived experience to this role.

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

Accountabilities and outcomes:

- Upload and maintain electronic records.
- Support meeting administration, including room bookings and minute-taking when required.
- Maintain accurate records of engagement activities and resident contacts.
- Provide general administrative support to the Resident Engagement and Data & Insight Team.
- Support residents to access information and engagement opportunities.
- Contribute to a positive resident experience across Housing Services.
- Liaise with stakeholders in a way that promotes the vision and values of the Council.

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- Assisting with resident surveys and feedback collection
- Data inputting and maintaining resident engagement records
- Scanning and electronic filing
- Updating housing and engagement systems
- Email inbox monitoring
- Maintaining engagement databases and contact lists
- Supporting community events, meetings and resident forums

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**.

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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.

Person specification

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

Qualifications

Level A

Level 2 qualification (e.g. minimum 5 GCSEs including English and Maths, NVQ or equivalent)

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 on the HRA 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

Knowledge

Level A

- Demonstrable knowledge of safeguarding principles, GDPR, equality legislation, and health and safety protocols
- Understanding of housing or property management systems

Level B (in addition to level A criteria)

- Familiarity with council tenancy management and property maintenance policies and procedures
- Understanding of delivering work priorities to meet service standards and key performance indicators.
- High level understanding of social value within a social housing environment

Level C (in addition to levels A and B)

- Comprehensive understanding of social housing within the social housing sector
 - Knowledge of how projects are managed from inception to completion
 - Knowledge of landlords health and safety compliance
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Experience

Level A

- Experience handling property inspections ideally within social housing or property management
- Experience of hitting tight deadlines.
- Experience of effectively managing a diverse workload.

Level B (in addition to level A criteria)

- Experience supporting property services teams, particularly in garage tenancy or social housing contexts
- Experience of using ICT databases and information within them to produce performance management reports, undertake data analysis and summarising conclusions.

Level C (in addition to levels A and B)

- Drive improvements within an asset management environment, enhancing resident satisfaction
- Experience of proactive resident engagement to meet our 'knowing our tenants' service objective
- Experience of applying value for money principles and practices.
- Extensive experience of dealing with customer and contractor enquiries

Skills

Level A

- Strong administrative skills with attention to detail and accuracy in record-keeping
- Excellent interpersonal and communication skills, capable of responding effectively both orally and in writing
- Proficient IT skills including Microsoft Office (Word, Excel, Outlook, Teams)
- Ability to manage workload priorities, meet deadlines, and work flexibly both independently and as part of a team
- Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands.
- Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems.

Level B (in addition to level A criteria)

- Willingness to contribute ideas and assist with service improvement initiatives
- Ability to problem solve with creative ability
- Able to analyse and present data in a clear format.
- Able to demonstrate a high-level understanding of how an asset management system works in order to produce accurate reports.

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Level C (in addition to levels A and B)

- Ability to triage service requests received based upon information supplied.
- Capable of providing general information, advice and guidance on internal procedures relating to property garage assets.
- Able to write reports summarising asset data and provide recommendations for service improvement.
- Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working.
- Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- Able to support the driving of local improvements by ensuring the most appropriate course of action is taken in respect of noncompliance