



Job description

Resident Empowerment Officer

- Grade: SO2
- Reports to: Deputy Area Housing Manager
- Direct reports: None
- Your team: Housing/ Tenancy Management
- Service area: Housing
- Directorate: Homes and Neighbourhoods

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

This post requires a DBS check at the appropriate level (Basic)

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

This role focuses on fostering strong, outcome-driven partnerships with residents, councillors, community and voluntary groups, and other stakeholders to deliver impactful community development initiatives. It involves empowering Islington Council tenants through engagement, training, and governance support, ensuring Tenant and Resident Associations (TRAs) are well-

managed and compliant. The role includes developing communication strategies, coordinating consultations, resolving resident issues, and promoting active participation in local decision-making. It also entails monitoring, auditing, and supporting community groups, managing data and ICT systems, and contributing to policy development. Collaboration across council departments and external partners is key to enhancing resident experience and community resilience.

Key responsibilities

- To establish effective, outcome-focused partnerships with key local stakeholders including residents, ward councilors, community organizations, voluntary organizations, council services, housing associations and businesses to deliver an agreed portfolio of community development work.
- To develop, deliver and promote effective and engaging opportunities and forums for Islington Council tenants to actively participate, influence decisions, give, volunteer and engage in their local community.
- To ensure that Islington TRAs working with Islington Council tenants are strong, vibrant, well governed, well-managed, financially resilient, and achieve regulatory compliance (e.g. child protection, health and safety)
- To undertake monitoring visits, audits and provide advice, support and guidance to voluntary and community groups working with Islington Council tenants on key issues, including governance, financial management, income generation, constitutions, code of conduct, policy development, standards for meetings, etc., and establishing improvement plans, issuing improvement or closure notices as appropriate, and delivering bespoke interventions as required.
- To develop engaging communications material and publicity that promotes opportunities and activities to residents, Council staff and external partners, using a variety of formats, including the Council website and intranet, estate noticeboards, newsletters and local media.
- To engage with ward partnerships, local community forums and community consultation, presenting, sharing and exchanging information about community development work as appropriate.
- To provide effective support to formal consultation mechanisms, supporting the residents to develop their influence and involvement in decision making processes
- Co-ordination and production of briefings and materials, for meetings and events and responsible for stakeholder engagement and consultation approaches
- To provide support as required to resolve issues and queries and improve their overall customer experience.
- To develop the specification, design and organisation of a comprehensive residents' training programme, to ensure residents are empowered to challenge the service and receive training on national best practice initiatives.
- To participate in the development of strategies and policies relating, to resident involvement.
- To ensure that tenants and residents are actively involved with the management of their homes and neighbourhoods and to carry out follow-up work with customers, including resident satisfaction and service quality surveys, within agreed timescales and to organise and attend the regular housing surgeries and community drop-in sessions for our residents
- To use appropriate ICT systems to: provide accurate advice, resolve enquires, raise orders with appropriate level of priority and maintain up to date case records in line with local policy and legislative requirements and to encourage and assist customers to access Council services, forms and information via the Council's web-site and to assist in the accurate collection, recording, and use of information necessary for the working of the resident empowerment service, both in the short-term (e.g. one-off surveys) and the

long term (e.g. information about TRAs, individual residents, group memberships, halls etc.), producing reports and statistics as required.

- To liaise and work with colleagues across the Council, contractors and other partner agencies as appropriate to resolve enquiries and raise significant concerns; i.e Senior Housing Officers and the Repairs department / directorate. To be a team player in a customer focused team, contributing to meetings, team building and continuous improvement
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Knowledge of current housing issues, including good practice in resident involvement.	Essential
2	The post holder will be expected to already have or agree to obtain Level Three of the Chartered Institute of Housing professional qualification https://www.cih.org/cih-qualifications/level-3-certificate-in-housing-practice or have equivalent experience	Essential
3	Understanding of equalities issues as they relate to housing and resident involvement and a commitment to eliminating discrimination.	Essential
4	Project Management skills / expertise to plan, execute, and overseeing community development projects.	Essential
5	Ability to lead and support community groups, ensuring they are well-governed and financially resilient.	Essential
6	Ability to problem solve, address issues and challenges faced by community groups and develop practical solutions.	Essential
7	Experience of working in a social housing environment	Essential

Point	Criteria description	Essential/desirable
8	Ability to communicate effectively both verbally and in writing to a range of audiences. Able to produce presentations. Effective interpersonal skills including listening, tact and diplomacy and the ability to adapt approach, to deal appropriately with internal and external customers	Essential
9	The ability to conduct audits, monitor progress, and evaluate the effectiveness of community initiatives	Essential
10	Ability to prioritise effectively and meet deadlines when faced with conflicting priorities	Essential
11	Ability to work on own initiative and be self-motivated, able to problem solving and think creatively	Essential
12	Ability to undertake research and benchmarking and identify ways to improve the resident engagement and empowerment service.	Essential
13	Ability to work effectively in a team, ensuring consistency and continuity of service	Essential
14	This role will require you to obtain an Enhanced clearance from the Disclosure and Barring Service	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.