



Recruitment Pack

Tenant Participation and Engagement Officer

Tenants Information Service

February 2023

Your experts in housing, community development, and engagement practice. We are committed to influencing change and strive for an active, inclusive, and just Scotland with strong, equitable, and sustainable communities.

Our aim is simple, we want to change housing in Scotland for the better.



Introduction

Welcome to the TIS recruitment pack for the role of **Tenant Participation and Engagement Officer** focused on the **South Lanarkshire Tenants Development Support Project**.

Within this pack, you will find information about TIS, an outline of the role and person specification, how to apply, and important dates to note.

To be considered for the role of **Tenant Participation and Engagement Officer**, we ask that you **fully complete the list of recruitment forms below** and return to TIS at info@tis.org.uk by **5:00pm on Thursday 30th March 2023**:

- Application form
- Equal Opportunities form
- Criminal Convictions form

The recruitment forms are available to download on the TIS website at
↘ <http://tis.org.uk/current-vacancies/>

Thereafter, you will receive acknowledgement of your application.

If you have any questions relating to the role, or would like further information, please contact **TIS Development Manager, Stephen Connor** at:

T: 07950 158 621

E: SConnor@tis.org.uk

About TIS

TIS are experts in housing, community development, and engagement practice.

As a National Membership Organisation, with over 200 tenants, community, and housing organisation Members, we are committed to influencing change and strive for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

Our aim is simple, we want to change social rented housing in Scotland for the better.

↘ www.tis.org.uk



What we do

Our expert team supports communities and housing organisations to work together to develop **effective solutions and services**.

Engage

- We deliver independent advice, training, and support to tenants, communities, and housing organisations to work together more effectively.
- We pioneer and inspire innovative tenant participation, community engagement, and scrutiny practice throughout Scotland.

Influence

- We work with the Scottish Government, Scottish Housing Regulator (SHR), and key decision makers to influence national housing policy, legislation, and practice.
- We work to ensure our members views are heard to shape and influence housing and community learning, and policy development.

Change

- We provide practical training and support to develop and implement strategies to ensure tenants and communities are involved, and their voices are heard.
- We believe that by working together, we can plan more effectively to deliver high quality and affordable housing, and wider services that meet the needs of our diverse and flourishing communities.



Core values

The TIS core values support our vision, shape our culture, and reflect what we believe in as an organisation. They **are the essence of our identity and provide the framework to how we engage** with our staff team, tenants, communities, and housing organisations alike.

Integrity

We believe that trust is fundamental. We are honest, open, and respectful.

Excellence

We uphold the highest standards across all areas of work to provide excellent services and outcomes that provide value for money.

Partnership

We support communities and housing organisations to work together to nurture, grow, and develop effective solutions and services.

Innovative

We find creative approaches to encourage communities and housing organisations to work together to get things done.

Independent

We support our key partners, members, and customers to set your own agenda.

Empowering

We are committed to develop individual and organisation's individual's skills, confidence, and knowledge.

How we are managed

TIS Board Directors are ambassadors for the organisation. They are responsible for **providing leadership, monitoring performance, agreeing on the strategic direction** of the organisation, and ensuring its long-term success.

Our people

Our expert team is **committed and trained to the highest level** to provide the best possible advice, support, and training services to tenants, communities, and housing organisations across the Scottish social rented housing sector. At present we have a team of 9. We also have a group of Associates.



Our offices and development support projects

The TIS head office is based in the city centre of Glasgow.

We currently manage three development support projects in East Ayrshire, East Lothian, and South Lanarkshire. These projects are a partnership between the Council, local tenant's and TIS.

The role of Tenant Participation and Engagement Officer will be based in our head office. Additional information on our development support projects can be found at:

↘ <http://tis.org.uk/development-support/>

South Lanarkshire Tenants' Development Support

The South Lanarkshire Tenants Development Support Project (the Project) has been in place since 2002. It is a service **funded by South Lanarkshire Council** to provide support, information, and advice to tenants and customers of the Council's housing services, throughout South Lanarkshire.

Since its inception in 2002, TIS has successfully been awarded the contract to deliver the Project. **The Project is funded until 31st May 2024, with scope for a further extension.** The Project is managed and delivered by TIS and is staffed by a full time Tenant Participation and Engagement Officer.

Project priorities

The Project's priorities are **agreed by TIS, South Lanarkshire Council and tenant representatives on the Project Monitoring Group (PMG).**

The PMG is made up of five tenant representatives from across the seven housing localities in South Lanarkshire, the Project Tenant Participation and Engagement Officer and Development Manager, and the Council's Strategy and Policy Advisor. The Project Monitoring Group meets quarterly. A work plan is developed in partnership, setting out the key project focuses, with the PMG having responsibility for monitoring its delivery.

Covid-19 has dramatically changed the way that we communicate, consult, and engage. The Project has had to significantly adapt and change focus over the past two years to support individual tenants, tenants' and residents' groups and wider communities to develop their online/digital confidence and skills remotely, utilising digital resources.



Customer Involvement Strategy 2018-22

In recent years a **significant focus of the Project has been supporting the Council to achieve the aims of their Customer Involvement Strategy 2018-22.**

The Strategy, agreed between tenants and the Council in 2017 has four key outcomes:

- Customers are informed and knowledgeable.
- More customers are involved.
- Customers help to drive continuous service improvement.
- Customers help to shape change and make a difference.

In recent months the Council, in partnership with the Project, has undertaken a review of the current Strategy to support and develop the new draft Customer Involvement Strategy 2023-28. The Project will continue to support the Council to implement the strategy action plan and be responsible for several actions.

Additional priorities

In addition, **the Project supports the Tenant Participation Coordination Group (TPCG)** and associated subgroups. The TPCG has strategic responsibility for monitoring and reviewing Tenant Participation in South Lanarkshire.

The Project supports the tenant representatives by **providing information and advice about the housing policy and service delivery area** to make sure they are informed and confident about the policy area in question. The Project also has a role in supporting the Council undertake a full consultation process if changes to policies or strategies are made.

An example of this is the support the Project provides to the Budget Scrutiny Group (BSG). The BSG annually coordinates the development and delivery of the Council's consultation programme on the annual budget and rent setting process. Thereafter the Project encourages, supports, and facilitates tenants from across South Lanarkshire to engage and participate to give their views on the council's budget and rent setting proposals.

Finally, tenant participation and customer scrutiny of housing services in South Lanarkshire continues to grow from strength-to-strength. Tenant participation is about tenants, and wider customers of housing services, taking part in decision making processes and influencing decisions about housing policies; housing conditions; and housing (and related) services. **It is a two-way process which involves the sharing of information, ideas, and power.**

A key area of work for the Project in the coming year will be to continue to **undertake a range of Scrutiny Activities and support tenants in customer involvement in self-assessment**. These activities are agreed between the Council and tenants and the role of the Project is to support tenants to progress with activities that allow them to effectively scrutinise the housing services they receive.

What we are looking for

We are looking for the successful candidate to help **identify good practice in the housing service, and more importantly areas for improvement**. Working together in partnership with the Council, we can improve services and make a real difference .

We believe that this post presents an excellent opportunity for the successful candidate to **work in a positive environment in partnership with tenants and residents and South Lanarkshire Council** to develop tenant participation and tenant scrutiny opportunities.

Job Description

Role title:	Tenant Participation and Engagement Officer
Location	Local project / based within TIS Head Office (Glasgow)
Role Reports to:	Development Manager
Contract terms:	This post is funded for a fixed period until 31st May 2024. There may be scope for an extension of the project beyond this period.

Role Purpose: Overview

To work in partnership with tenant representatives and South Lanarkshire Council to deliver the aims and objectives of the South Lanarkshire Tenants Development Support Project.

To provide tenants with information and training and support to have the skills and knowledge to influence change. Generally, to promote and raise awareness of the work of TIS.

Core Accountabilities

Information, training, and support

- To develop, deliver and monitor a project work plan in partnership with tenant representatives and the Council to meet the agreed aims, objectives, and timescales of the project.
- To provide information, training, and development support to tenants' groups to provide them with the skills and knowledge to participate fully.
- To work closely with tenants' groups and the Council to identify the resources required to promote the continual development and effectiveness of tenant participation practice.
- To provide a range of information for tenants for all relevant housing issues.
- To gather and distribute information including the preparation of briefing papers for groups and individuals.
- To empower and support individual tenants, tenants' and residents' groups, and wider communities to develop digital confidence, knowledge, and skills.

Good Practice

- To support the Council and tenants to develop good practice in their tenant participation and tenant scrutiny practices.
- To assist the tenants and residents' groups involvement in community planning and community engagement.
- To assist the groups to have a representative voice at Regional Levels.
- To promote the development of tenant participation with other Council Departments and Registered Social Landlords.
- To design and deliver a tailored training and support programme to meet the needs of tenants.

- Equal Opportunities
- To consider equal opportunities in all aspects of work.
- To provide a range of participation methods to encourage all tenants to get involved.

Monitoring of Performance

- To work with the project staff to monitor and evaluate the outcomes of the project to improve service delivery.
- Networking.
- To promote and raise the profile of TIS with tenants, landlords and key stakeholders.
- To work closely with the Council to identify the resource needs of tenant participation and customer involvement in self-assessment.
- To network with other staff in Scotland with similar duties and research and keep up to date with relevant housing and community issues.

Essential Qualifications and Experience

Qualifications

- Professional qualification in Community Education, Housing or equivalent (at Degree level). Associated housing qualifications will be considered.

Experience and Skills

- Experience of development work with community and or tenants' and residents' groups .
- Experience of assisting community and or tenants' and residents' groups to identify their agenda and influence that agenda.
- Experience of supporting individuals to engage in and participate in local decision making and service improvements.
- Experience of presenting information to groups and individuals in a range of formats .
- Excellent IT skills and working knowledge of online communication platforms to empower individual tenants, tenants' and residents' groups, and wider communities to develop digital confidence, knowledge, and skills.
- Ability to produce clear, plain English written materials for tenants.
- Ability to understand and analyse complex information .
- Computer literate with experience of a range of software and IT packages .
- Experience of working in a team environment .

Personal Qualities

- Commitment to social justice and tenant participation.
- Honesty, integrity, energy.
- Highly motivated and organised.
- Ability to work on own initiative, work under pressure and meet challenging deadlines.

- Ability to work as part of a team.
- Should be comfortable within a challenging and fast-moving environment and able to problem solve.

General

- A valid UK driving licence.

Desirable Qualifications and Experience

Experience and Skills

- Knowledge of contemporary housing and community issues in Scotland.
- Training course design and delivery.



Terms and Conditions

Office base

Clockwise, 77 Renfrew Street, Glasgow, G2 3BZ. TIS embraces hybrid working and as such, staff are expected to work from both home and the office where appropriate.

Salary

The salary scale is £34,434 - £36,153.

Hours of work

35 hours per week. The post holder must be able to participate in regular evening work and occasional weekend work as some of our tenant participation work takes place in the evening.

Pension

TIS offers its employees a private pension scheme and contributes 9% of staff salaries to the fund. You are required to make a personal contribution of at least 5% to the pension scheme.

Overtime and time off in lieu

There are no contractual rights to overtime. A time of in lieu (TOIL) system is operated which should be agreed with your line manager.

Car allowance

This post is awarded an Essential Car users' allowance of approximately £970 per annum and mileage of 40p per mile for work mileage. Any costs incurred by you in travel to work will not be eligible for mileage allowance.

Subsistence

Payment available for subsistence incurred.

Annual leave

You will be entitled to 25 days paid annual leave, plus public holidays.

Contract term

This post is funded for a fixed period until 31st May 2024. There may be scope for an extension of the project beyond this period.

We will also consider secondment opportunities.



How to apply

If you are interested and wish to be considered for the role of **Tenant Participation and Engagement Officer**, you should complete an application form; equal opportunities form; and criminal convictions form and submit to info@tis.org.uk by **5:00pm on Thursday 30th March 2023**.

Or alternatively, you can post to the following address:

TIS
Clockwise Offices
77 Renfrew Street
Glasgow
G2 3BZ

The recruitment forms are available to download on the TIS website at <http://tis.org.uk/current-vacancies/>

Should you require a hardcopy of the application form then please contact us to arrange.

The closing date for applications is 5:00pm on Thursday 30th March 2023.

The recruitment process

All applicants will receive acknowledgement of their application.

It is anticipated that interviews will take place in-person **on Monday 17th April 2023**, at Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.

We may be able to offer some degree of flexibility around this date if you are unavailable to attend. **Thereafter, applicants will be notified on the outcome of their application.**

Additionally, the successful applicant will be required to complete a Basic Disclosure prior to commencing their role.

T: 0141 248 1242 **E:** info@tis.org.uk