



Recruitment Pack

Tenant Participation and Engagement Manager Tenants Information Service

September 2024

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 Manager**.

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 Manager**, 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 Monday 7th October 2024**.

- 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 the TIS office at:

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

About TIS

TIS is the leading organisation promoting and inspiring innovative tenant participation, engagement, and scrutiny practices in Scotland. We deliver independent advice, training, and support to tenants, communities, and housing organisations to work together to influence national housing policy and practice.

As a national membership organisation, we represent over 240,000 homes across out housing organisation membership community alone.

We believe that by working together, we can plan more effectively to deliver high quality and affordable housing, and wider services to meet the needs of our diverse and flourishing communities. Our expert team finds creative approaches to encourage communities and housing organisations to work together to get things done.

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 eight. 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 tenants, and TIS.

Job Description

Role title:	Tenant Participation and Engagement Manager
Location	Glasgow (with flexibility to work from home when appropriate)
Role Reports to:	Chief Executive
Contract terms:	Permanent

Role Purpose: Overview

TIS is looking for a motivated and enthusiastic individual to fill the role of Tenant Participation and Engagement Manager within its core team. The successful candidate will support the Chief Executive and wider team to champion and promote TIS as experts in housing, community development, and engagement practices.

The Tenant Participation and Engagement Manager will work to secure and manage new consultancy projects and deliver independent tenant advice contracts and training courses for tenants, housing organisation staff, Elected members, and Board members at a national and local level across Scotland. They will possess excellent group facilitation skills, and verbal and written communication.

The right candidate will have knowledge of social housing sector policy, legislation, and/or regulatory framework. This role presents a fantastic opportunity to work on a wide range of projects, with a variety of key partners, within a fast-paced environment.

Core Accountabilities

Independent tenant advice, training, and consultancy projects

- Respond to and complete tender proposals for Independent Tenant Advice contracts, consultancy projects, and the delivery of training courses across Scotland.
- Design and deliver training courses and workshops for tenant, resident and community groups, scrutiny panels, federations, housing organisation staff, Elected members, and Board members.
- Secure and manage new consultancy projects.
- Assist in the delivery of work commissioned by the Scottish Government.

Influencing national housing policy

- Work with key partners including the Scottish Government, Scottish Housing Regulator, Scottish Federation of Housing Associations, and Chartered Institute of Housing to influence and shape national housing policy.
- Design and deliver presentations at national conferences, events, working groups, and panels.
- Produce guides, briefing papers, and reports focused on housing policy and legislation.
- Champion and promote meaningful tenant participation, engagement and scrutiny practices with tenants and housing organisations throughout Scotland.

- Support tenants to respond to national consultation, have their say, and influence policy development.
- Provide information to tenants and housing organisations on the functioning of tenant groups.

Support projects

- Manage TIS Development Support projects, including the responsibility of line management support and supervision to project staff, and the development, implementation, and review of workplans.

Core team

- Support the development of TIS as leaders in housing, community, and engagement practices; and in particular to the implementation of the TIS business plan and financial plan.
- Support the development and delivery of TIS conferences and events.
- Build relationships and maintain effective communication with TIS members.

Please note: These key tasks are not intended to be exhaustive, but they highlight several major tasks that the post-holder may be reasonably expected to undertake.

Essential Qualifications and Experience

Qualifications and experience

- Educated to Degree level.
- Experience of housing, community development, and/or engagement related practices.

Skills

- Excellent project management skills.
- Excellent group facilitation skills.
- Knowledge of social housing sector policy, legislation, and/or regulatory framework.
- Skilled in the design and delivery of training courses.
- Experience of supporting tenants and tenant groups.
- Excellent written and verbal communication skills.
- Good working knowledge of Microsoft 365 software, including Teams, Word, Excel, and PowerPoint.

Personal Qualities

- Passionate about housing, community development, and engagement practices.
- A commitment to social justice.
- Highly motivated and organised.
- Comfortable in a fast-paced working environment.
- Ability to work to tight deadlines.

General

- Clean UK full driving Licence.

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 £45,669 to £50,235.

Hours of work

35 hours per week. **Please note:** The post holder must be able to participate in evening work and occasional weekend work in order to accommodate tenant, resident, and community group, scrutiny panel, and federation meeting schedules.

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. Please note, employees can opt out of 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.

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 permanent.

Essential car user 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.



How to apply

If you are interested and wish to be considered for the role of **Tenant Participation and Engagement Manager**, you should complete an application form; equal opportunities form; and criminal convictions form and submit to info@tis.org.uk by **5:00pm on Monday 7th October 2024**.

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 Monday 7th October 2024.

The recruitment processes

All applicants will receive acknowledgement of application.

It is anticipated that interviews will take place in-person **on Wednesday 23rd October 2024** at a meeting space in Glasgow city centre.

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.

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