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Tenant Involvement Coordinator

Reference: 95225

Head Office, Stockport

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 07 December 2026

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

We are very much looking forward to receiving a completed application from you.

Yours faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – TENANT INVOLVEMENT COORDINATOR
Head Office, Stockport

Hours: Full time, 37.5 hours per week.

Responsible to: Head of Supported Housing and Financial Inclusion

The Role:
To work collaboratively with Creative Support's Housing Management team, Property Services team and our support staff on all aspects of tenant satisfaction, communication and co-production in accommodation owned and managed by Creative Support.

You will work as a member of a team of Supported Housing Officers and Welfare Rights Officers and should expect to have regular interaction with our tenants, support staff and Senior Management including Service Directors.

The role will involve regular regional travel to our services, to meet with tenants and support staff.

You should be friendly and approachable and comfortable communicating in different ways depending on the needs of our tenants. You should be able to chair meetings and discussions with our tenants whilst also being a good listener and able to interpret the needs and wants of our tenants. You should be motivated and able to motivate other people.

Main Duties:

1. To support with the development of a Tenant Involvement strategy that ensures we embed co-production and shared decision making across our housing services and that we comply with the Regulator of Social Housing consumer standards.

2. To oversee our annual Tenant Satisfaction Measures survey. This will involve ensuring the current survey meets the requirements of the Regulator of Social Housing, sending the survey out to tenants, promoting the survey, collating the results and preparing reports for our Board, senior management and tenants summarising the results.

3. Plan and organise a range of tenant engagement activities including focus groups, tenant forums and community events to gather tenant feedback and promote tenant involvement in our services.

4. Promoting tenants' meetings in our services. This will include developing minimum standards for tenants' meetings, supporting services to set these up where they don't have them, suggesting monthly themes or discussion points for tenants' meetings, gathering evidence of the meetings taking place including a log of all meetings and copies of minutes and attending meetings in person.

5. To pick up and address any issues and themes from the tenants' meetings e.g. repairs or concerns about property standards and ASB.

6. Arrange and lead on tenant scrutiny of services. This will include developing a volunteer tenant representative role for tenants who can help chair meetings and help with initiatives such as 'mystery shoppers'.

7. To set up a policy review group with tenants as and when needed. This will be to support the Head of Supported Housing and Head of Property Services to make sure that their housing related policies are fit for purpose and take into consideration the needs of our tenants.

8. To assist the Supported Housing Officers in their initial visits to meet new tenants 6-8 weeks after the start of their tenancy. This will involve visiting the tenant and support staff at the property and discussing how the person has settled, are there any outstanding repairs and any concerns about support. To support the Housing Officers to collate results from these visits and interpret the themes and outcomes.

9. To assist the Property Services Team in developing ways that our tenants can be involved in the development and ongoing cyclical maintenance of our stock. This may include surveying tenant satisfaction with repairs, liaising with tenants in properties where refurbishments are to take place and ensuring that tenants are involved in the development, delivery and outcome monitoring of any changes and looking at improvements in services and how to facilitate these, for example gardening grants.

10. To assist other teams at Head Office including Recruitment and Social Value by sometimes attending external events such as job fairs, to support with promoting Creative Support and the good tenant involvement we have. To support Social Value with their events and looking at ways to build tenant involvement into these events.

11. To possibly work with an Expert by Experience one day a week. This will be a tenant (current or former) in paid employment by Creative Support who has an interest in housing. You will consider ways that the person can shadow you, go out on visits with you and assign the person housing related tasks that they can complete in this role. You will also feedback on this person's performance to their line manager.

12. To develop a range of annual housing awards specifically for our tenants including nomination criteria and voting processes. You will then collate the results and arrange and contribute towards a panel of staff and tenants choosing the annual winners. To develop a way of sharing the information about these winners and the good examples we have seen with all our tenants and support staff.

13. To provide advice and guidance to support staff on good tenant involvement and evidencing this. This may include developing briefing sessions and delivering training sessions.

14. Maintain accurate evidence-based records of participation, analyse results and produce reports to demonstrate social impact and outcomes. To share some of these examples with other Teams including Tendering to help them evidence our tenant involvement.

15. Assisting the Head of Supported Housing in annually self-assessing Creative Support against the consumer standards in relation to our tenant involvement and satisfaction for the Board of Trustees. This will include gathering evidence and suggesting improvements.

16. To help our Marketing and Social Value Teams to develop a range of easy-read and pictorial documents for our tenants. This will include making sure our Tenant Handbook is fit for purpose, that all our policies are accessible and that other documents are also available in different formats as needed.

17. To liaise with partner housing associations, welfare rights teams and other relevant parties to develop positive working relationships.

18. To attend external events, training and briefings which help improve our practice.

19. To support tenants to be involved with interviews for other housing related roles at Head Office.

20. To help develop a social media presence for our tenants with information about our landlord / managing agent services.
21. To look at future and existing accreditation including NHF Together with Tenants Charter and tpas membership.

Other:

22. Ensure compliance with Regulator of Social Housing requirements and any other legal or regulatory guidance as and when provided.

23. To understand and be familiar with the process of safeguarding and its impact on good housing management. To ensure that any safeguarding concerns are raised with an appropriate manager and that at all times the health, safety and security of our tenants and staff is maintained.

24. To maintain a high standard of record keeping and keep all financial and administrative records and databases accurate and up to date.

25. To work enthusiastically and effectively within the team and to contribute to its development and success.

26. To present a positive and professional image of the company at all times and to carry out all work in a manner consistent with the aims and principles of Creative Support.

27. To take responsibility for your own health and safety and that of colleagues, complying with Health and Safety regulations and procedures.

28. To be responsible for maintaining professional knowledge and skill through reading, research and ongoing professional training.

29. To promote a caring, helpful and unbiased attitude towards all tenants and to deliver excellent customer service in all dealings with tenants, colleagues and external agencies.

30. To produce statistical and other reports when required.

31. To provide regular verbal and written reports to line manager and to accept regular support and supervision from line manager.

32. To identify own training needs in discussion with line manager and to attend training events and courses as required.

33. To observe company policies, procedures and guidelines for good practice.

34. Any other duties as required.

PERSONS SPECIFICATION – TENANT INVOLVEMENT COORDINATOR
Head Office, Stockport

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Experience of general administration and record keeping	Application & Interview	Essential
2.	Experience of working in social housing, supported housing, client finance or welfare rights	Application & Interview	Desirable
3.	A working knowledge of Housing Benefits	Application & Interview	Desirable
4.	Understanding of data protection and confidentiality issues	Application & Interview	Essential
5.	Familiarity with computerised records and accounts	Application & Interview	Essential
6.	A good standard of written English	Application & Test	Essential
7.	Good numeracy skills	Application & Test	Essential
8.	Ability to analyse and interpret complex written and numerical information	Application & Interview	Essential
9.	Excellent IT and data management skills, including proficiency in Microsoft Word, Outlook, and Excel	Application & Interview	Essential
10.	Excellent time management skills, including the ability to work on a variety of tasks and multiple projects and to prioritise these effectively on own initiative and using self-motivation	Application & Interview	Essential
11.	Ability to deal effectively with challenging situation and/or persons diplomatically but assertively	Application & Interview	Essential
12.	Ability to engage effectively, meaningfully, and sensitively with people from a range of client groups and with a range of support needs	Application & Interview	Essential
13.	Ability to build strong working relationships both internally and externally	Application & Interview	Essential
14.	Excellent customer care skills and the ability to respond to a wide range of enquiries	Application & Interview	Essential
15.	Willingness to consult colleagues and to work as part of a team	Application & Interview	Essential
16.	Ability to work out of hours and attend evening/weekend meetings as and when required	Application & Interview	Essential
17.	A commitment to continuous improvement of services, sharing ideas with manager and colleagues	Application & Interview	Essential
18.	Willing to accept constructive feedback and adapt actions/behaviour accordingly	Application & Interview	Essential
19.	A commitment t equal opportunity policies and practices	Application & Interview	Essential
20	Willing to attend training courses and events	Application & Interview	Essential
21	Willing to travel nationally based upon the needs of the services	Application & Interview	Essential

22	Good work ethic, timekeeping, attendance, professionalism and reliability	Application, Interview & References	Essential

TERMS AND CONDITIONS – TENANT INVOLVEMENT COORDINATOR

Head Office, Stockport

Pay Structure:

Salary:	**Up to £33,056 per annum (£16.95 per hour) depending on qualifications and experience**
Point One:	£32,235 per annum (£16.53 per hour)
Point Two:	£33,056 per annum (£16.95 per hour)
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.*	

Hours of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota to meet the needs of the service.

Holidays:

20 days plus 8 statutory days' pro rata.

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period

The first four months will constitute a probationary period. When this is successfully completed, permanent employment will be confirmed.

Life Assurance

You will become a member of our non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times your annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

Pension
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Sickness Policy
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support pays SSP for the first three working days of any sickness absence
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Discretionary Benefits
Creative Support offers additional discretionary benefits.

- Enhanced maternity leave
- Paid paternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving
Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

WeCare Awards
We recognise our dedicated staff across the organisation with standard, silver and gold awards which are given every 2 months.

Your Rewards
Employee benefits and discount vouchers available through the Your Rewards website.

Retirement Awards
£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years' continuous service.

Long Service Awards
Long service awards are offered after periods of 10, 15 and 20 years' service. These are currently £100, £150 and £200 respectively.

Refer a Friend Scheme
Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers four weeks after their friend starts employment with us.

Welcome Back Grant
We offer £200 worth of vouchers for employees who return to the organisation, subject to a gap of six months between resigning from their original post and taking up their new role.

Uniform
If applicable for your service, you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

Company mobile phone and laptop
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance
A mileage allowance is payable for the use of an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

Networks:
The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.