



JOB DESCRIPTION

Job Title: Resident Voice Coordinator

Company: Barking and Dagenham Reside Regeneration Ltd

Location: Hybrid (Barking and Dagenham) / Home

Responsible to: Resident Voice Manager

Salary: £30,000 to £35,000 p.a.

Job Purpose

This is an opportunity to join a growing team, in a dynamic and growing organisation, at an exciting stage of development.

Our Resident Influence Strategy sets out an ambitious vision to embed resident influence throughout Reside. We're creating meaningful opportunities for residents to influence decisions, scrutinise services, strengthen communities, and help us provide the best housing service we possibly can.

The Resident Voice Coordinator will play a pivotal role in turning that strategy into reality.

Key Accountable Areas

To support the Resident Voice Manager to deliver Reside's Resident Influence Strategy. This will involve:

Coordinating resident voice activity

- Coordinating delivery of Resident Influence Strategy projects.
- Maintaining project plans, action trackers and schedules.
- Coordinating meetings, events and resident activities.
- Supporting procurement and planning.
- Monitoring progress and escalating issues appropriately.

Supporting residents

- Functioning as first point of contact for involved residents.
- Recruiting, inducting and supporting volunteers and participants.
- Coordinating resident training and development.
- Ensuring residents receive feedback on outcomes.

Keeping things running

- Preparing agendas, papers and minutes.
- Maintaining correct participation records.
- Managing a shared mailbox.
- Administering two small grant programmes.
- Ensuring compliance with GDPR and organisational policies.

Learning and improving



- Recording resident feedback and outcomes.
- Maintaining records of activities, outcomes, and changes made as a result.
- Supporting the Resident Voice Manager with reporting where appropriate.
- Finding opportunities to improve processes.
- Supporting the use of resident feedback, complaints learning, satisfaction information and involvement outcomes to identify themes and opportunities for service improvement.

Working together

- Building relationships across Reside and with partners.
- Promoting a positive culture of resident influence.
- Delivering and supporting evening and weekend activities as needed.
- Delivering services that meet legislation and regulatory requirements and reflect best practice.

Operational Delivery

- To raise and report concerns, including safeguarding issues where appropriate.
- Maintain accurate customer records and update IT and relevant housing systems in line with service requirements.
- Work in partnership with other Reside teams to support and deliver a resident-focused involvement and engagement service, ensuring residents can actively engage, feel listened to and shape the services Reside delivers as landlord.
- Deliver services that meet key performance targets/indicators and operational service plan objectives, ensuring timely contribution to the submission of performance reports and other documents as required.
- To raise purchase orders against agreed budgets as required.
- Assist in the collection of resident data / satisfaction information / surveys and collate statistical monitoring information as required.
- Identify and work to deliver continuous improvements as necessary to meet the required outcomes of the service.

Other

- Working as part of the wider Neighbourhoods service, provide appropriate support and cover for colleagues as required, including support outside of working hours as necessary.
- Provide appropriate cover and support for the Resident Voice Manager or other officers to ensure business continuity as required.
- To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside homes.
- Ensure that services are delivered based on the identified needs of residents, providing reasonable adjustments to services as necessary.



- To be able to work out of normal contracted hours to deliver the expectations of the role, including some evening and weekends as required.
- Any other duties as required that are commensurate with the post.

What success will look like

- You'll be a trusted contact for involved residents.
- You'll be coordinating a programme of Resident Voice activities.
- You'll be recruiting and supporting residents with opportunities that influence the way we work.
- You'll have delivered at least two resident-led projects with confidence in your first year.
- You'll be confident in helping colleagues understand, value and champion resident influence.
- You'll be able to clearly show examples where resident feedback you've collected in your work has contributed to improved services.



PERSON SPECIFICATION

Personal attributes

- Enthusiastic about improving services through resident/customer influence.
- Highly organised and dependable.
- Empathetic when dealing with difficult circumstances.
- Excellent relationship builder.
- Curious, initiative-taking and willing to challenge constructively.
- Creative and enthusiastic.
- Resilient and adaptable.
- Committed to inclusion and treating everyone with respect.

Essential Requirements (key skills & qualifications)

- Excellent administration and organisational skills.
- Experience coordinating projects, events or programmes.
- Strong customer service and communication skills.
- Experience of maintaining accurate records.
- Good Microsoft 365 skills.
- Ability to manage competing priorities.
- Willingness and ability to work evenings and weekends as needed.
- Ability to build positive relationships with residents, colleagues and partners.
- Ability to communicate clearly with a range of audiences, including residents who may be experiencing difficult circumstances.
- Commitment to equality, diversity, inclusion and reasonable adjustments.

Desirable Requirements (key skills & qualifications)

- Experience in housing, resident or community engagement, or in the VCS sector.
- Knowledge of resident involvement/engagement, especially why it's important.
- Experience organising consultation or engagement activities.
- Awareness of the Regulator of Social Housing's Transparency, Influence and Accountability Standard.