**Manchester City Council**

**Role Profile**

**Resident Engagement Officer, Grade 6**

**Housing Services, Neighbourhoods Directorate**

**Reports to: Building Safety Manager**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors**

Working within a support service or Centre of Excellence, the role holder will provide high-quality support, information and advice to enable the delivery of service and organisational objectives through the delivery of assigned work packages and projects.

**Key Role Accountabilities:**

Effective delivery of assigned work packages to ensure achievement of service objectives, to support the effective decision making processes of the Council and to enable it to meet its legal obligations.

Ensure that work packages delivered are in line with organisational direction of travel and agreed policies / procedures, including consideration of Public Service Reform principles.

Provide robust and effective analysis of information in, using outputs to inform work packages and advise client services.

Work collaboratively across the wider Council, providing specialist advice, information, support and challenge to support client services to meet the objectives outlined in business plans and the effective delivery of organisational objectives.

Proactively assist the monitoring and review processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Provide advice and guidance to colleagues across the organisation in area of specialism.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Resident Engagement Officer plays a valuable role within the Housing Services Building Safety Team and will provide valuable support to residents and staff members across the organisation in the planning and coordination of community events and initiatives.

The role holder will provide high quality, resident focused, flexible and timely support to contribute to the achievement of the MCC Housing Services ‘A place called home’ vision and objectives.

Through communication with various external stakeholders the role holder will promote and conduct a professional service for Manchester City Council working in line with the authority’s priorities. They will develop a wide range of community and resident engagement initiatives to enable us to further support communities to be successful. This will involve working with external stakeholders to enhance the social value offer within North Manchester.

The role holder will provide support and assistance to those residents actively involved with Manchester City Council and their communities. They will take the lead in promoting innovation and good practice within resident engagement and work with other individuals from the Building Safety Team, Neighbourhood Management and Resident Experience Team to ensure residents have a variety of opportunities to be involved in MCC services.

The role holder will coordinate and implement community events throughout the year and coordinate ongoing projects for the recruitment of new community groups, which may be constituted or local initiatives. The role holder will also work closely with external clients, partners and stakeholders to enhance the social value engagement offers.

The role holder will also coordinate the resident profile data collection function for building safety and neighbourhood management. They will work collaboratively with other neighbourhood focused services to ensure that MCC and other partner organisations are working to the highest standard and actively participating in wider neighbourhood initiatives through collecting resident profile information and supporting residents to enable them to live safely and independently in their homes.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

**1. Communication skills**

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**2: Analytical Skills**

Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

**3: Planning and Organising**

Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

**4: Problem Solving and Decision Making**

Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

**5: Administrative Skills**

Ability to develop and maintain effective systems in a rapidly changing environment.

Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings.

**Technical Requirements (Role Specific)**

* **Must be willing to apply for an Enhanced DBS check.**
* **Holding a Full Driving Licence valid to drive in UK**