

ROLE PROFILE

Customer Engagement Officer

Grade

F

Contract Type

Home Worker

Head of Customer Voice & Insight



Customer Scrutiny Manager



Customer Engagement Officer

Department

Customer Voice & Insight



Customer Engagement

Role Overview

Group-wide role within Your Housing Group to support on the delivery of the Groups Customer Engagement strategy and plan through developing, facilitating, coordinating and reporting on customer engagement activity across YHG's homes and neighbourhoods.

The role links with our internal Customer Insight and Community Investment teams to understand our communities and supports wider housing teams to deliver engagement opportunities.

RESPONSIBILITIES

- Deliver Customer Engagement activity in line with the Customer Engagement Policy and appropriate strategies.
- To assist in the design of customer engagement activity to help meet the group's obligations under the Transparency, Influence and Accountability Standard
- To report on, and support the reporting of customer engagement activity at YHG
- Support the collection and outcomes from Social Value and deliver Social Value into Customer Engagement activity
- To help coordinate and deliver customer engagement events at a corporate level
- Support the administration and facilitation of YHG 'involved customer pathways', which include the Customer Connect Panel, Customer Scrutiny Panel, Equality Diversity and Inclusion Panel and Culture Group.
- To provide support and guidance to housing management services to deliver customer engagement activities, such as for priority areas, TARAs and community groups.
- To deliver a programme of external events for customers to aid customer engagement, such as "Out & About" sessions, working with colleagues across housing management services
- To support delivering an annual Policy Framework programme and delivery of customer engagement and consultation activities for all customer-facing policies and appropriate strategies.
- To support Tenant Perception Surveys for specific engagement requirements
- To assist the Customer Scrutiny Manager in other tasks associated with the delivery of the customer engagement policy and our requirements within the Transparency, Influence & Accountability Standard
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

Our values



Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- ✓ Experience in delivering customer engagement events
- ✓ Ability to work flexibly and manage multiple projects
- ✓ Project management skills
- ✓ Excellent customer service and communication skills
- ✓ Team player and collaborator
- ✓ Problem solving skills

ESSENTIAL REQUIREMENTS

- ✓ Experience of working with customers
- ✓ Ability to lead on delivering projects, yet still to be a collaborator within a wider team
- ✓ Ability to build and sustain relationships with customers and colleagues
- ✓ Experience of working on engagement activities
- ✓ Understanding of the social housing and the customer base we serve
- ✓ Ability to manage various aspects of the role, from administration and reporting to the delivery of activity

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving Licence
- ✓ Willingness to learn
- ✓ Competent in the use of MS Office Packages

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