



Job Description and Person Specification

Job Title	Tenant Involvement Project Manager
Job Grade	NCC Grade H
Reports to	Head of Involvement
Direct Reports	None
Other Resources	Laptop & Mobile
Role Purpose	<p>Management and development of a variety of regulatory and needs led tenant involvement projects for Nottingham City Council Housing Services' (NCCHS') tenants and leaseholders, in line with the statutory and regulatory requirements including the Social Housing White Paper, the Building Safety Bill, the Tenant's Charter and the Nottingham Health and Wellbeing Strategy.</p> <p>Supporting the implementation of the NCCHS Tenant Engagement Strategy.</p> <p>Be the primary liaison for Tenant and Leaseholder Involvement new service requests to support its tenants, leaseholders and customers, internal and external. To provide a broad ranging robust finance and administrative support service to the Tenant and Leaseholder Involvement service, including, TLI team, tenants, leaseholders, customers and on relevant Tenant and Leaseholder Involvement projects.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Lead for management, development, monitoring and evaluation of a variety of tenant involvement and health and wellbeing projects and initiatives to increase participation of NCCHS' tenants and leaseholders. • Develop and maintain strong and collaborative partnership relationships with relevant organisations including TPAS, external funders, NCC, 3rd sector delivery partners, other social housing providers, NCVS, Police and NFRS. • Identify and develop funding bids and community development opportunities. • Develop and maintain a clear understanding of current Government policy including the Social Housing White Paper, the Building Safety Bill and the Health and Wellbeing agenda, identifying opportunities for



	<p>involvement and added value.</p> <ul style="list-style-type: none"> • Actively promotes putting tenants and leaseholders at the heart of everything we do • Develop close and effective working links with partners and key stakeholders • To pro-actively identify involvement opportunities for all tenants and leaseholders. • Contribute to the strategic financial planning of NCCHS by ensuring and maintaining effective budget management, recognising statutory responsibilities. • Maintenance of accurate records of payments in line with Financial Regulations; Company Expenses Policy and Customer Expenses policy. Ensuring all claims are valid, challenging discrepancies and supporting customers to understand the customer expenses policy. • To raise all orders and requisitions for the section, in accordance with Financial Regulations. To obtain the requisite number of quotations and monitor the performance of suppliers to ensure best value is achieved. • To be the designated person for NCCHS, in regard to audit and reconciliation of all recognised Tenant and Resident Associations and all the groups' accounts. • To effectively liaise with the Tenant and Community Involvement Managers and the Tenant and Resident Groups Committees to ensure all relevant information is submitted in a timely manner to enable a full audit to take place in line with the groups constitutions. • As the designated person create and submit a year-end financial statement to ensure the group meets its constitutional requirements, and to ensure that NCCHS continue to recognise them as a TRA. Failure to comply will mean these groups will be unable to apply for funding through NCCHS to continue as a recognised TRA. • To fully administer the Grant Application and other funding processes including the monitoring of the spend against each grant and make recommendations to the Head of
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	<p>Involvement highlighting reasonableness and value for money of applications.</p> <ul style="list-style-type: none"> • Research and highlight, other funding opportunities which may be beneficial for Tenant and Resident Associations and Community groups and liaise with the Tenant and Community Involvement Managers for them to develop and progress within their remit. . • The post holder is a main point of contact for the TLI service and is the liaison for all matters relating to procurement and financial services. This will include procuring services for relevant events, projects etc, ensuring financial regulations and value for money is at the forefront. • To be responsible for maintaining effective liaison and partnership working with external and internal organisations. • To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed. • To ensure that operational procedures and processes are developed, reviewed and updated on a regular basis to contribute to the efficiency of the service. • To ensure that operational processes and procedures are adhered to. • To contribute to the effective running of the service area through attendance at meetings and training events as required. • To represent the Company at committee meetings, tenancy forums, tenant and leaseholder community events. • To provide operational and strategic support to the Head of Involvement. • Demonstrate and promote excellent standards of customer care in the context of NCCHS' Vision and Values, to uphold the Equality, Diversity and Inclusion strategy and objectives and to participate in training
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	<p>activities necessary to your post.</p> <ul style="list-style-type: none">• Adherence to Standing Orders and Financial Regulations and Health and Safety standards.• Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement• Additional duties as allocated by NCCHS as and when required
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July 2023

Signed and agreed by the post holder..... date.....


**PERSON SPECIFICATION: Tenant Involvement
Project Manager**

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> Experience of working in social housing environment Experience of delivering tenant involvement or community engagement projects and initiatives Experience of Project Management Have appropriate knowledge of relevant legislation which includes Health & Safety, Data Protection & Freedom of Information 	D D E E
Skills & Abilities	
<ul style="list-style-type: none"> Engage and motivate others to work collectively to achieve company objectives. Excellent written, verbal & interpersonal skills with the ability to work collaboratively and communicate at all levels To make clear decisions on complex issues Ability to manage consultation and engagement with a wide range of stakeholders Financial management, budgetary and negotiation skills Research and analytical skills Make the best use of the available resources Ability use all Microsoft packages including Excel 	E E E E E E E
Qualifications	
<ul style="list-style-type: none"> NVQ Level 3/4 5 in a Housing Management / Community Development/Project Management or an equivalent qualification, willing to work towards a qualification Evidence of continued professional development 	E E
Behaviours	
<ul style="list-style-type: none"> Positive, professional attitude to getting things done Demonstrate self-motivation, and able to work with minimum of supervision. Highly customer focussed and able to demonstrate problem solving skills Must be flexible and be prepared to work outside normal office hours according to the needs of the service and willing to work at other office locations as required. Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC' Equality, Diversity and Inclusion strategy and objectives. Ability to challenge discriminatory attitudes, statements and behaviour. 	E E E E E E