



watmos
COMMUNITY HOMES

Recruitment Information

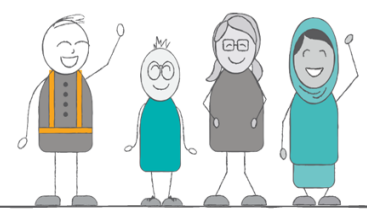
Resident Involvement Officer





Contents

Letter to Applicants
Job Advertisement
Job Description and Person Specification
Principal Terms and Conditions
About Watmos Community Homes





Letter To Applicants

September 2024

Dear Applicant,

Re: Resident Involvement Officer
12 months' fixed-term contract (with possibility of becoming permanent)
Location: Lambeth, London

Thank you for responding to our recent advertisement for the post of **Resident Involvement Officer**.

To apply you should upload your CV and complete some basic details on our recruitment site, which can be reached by clicking [here](#)

Further information about Watmos can be found on our web site www.watmos.org.uk

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only shortlist applicants who have demonstrated on their CV that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application.

Should you have any questions or have special requirements please e-mail recruitment@watmos.org.uk or contact Jen Medza, Human Resources Assistant on 01922 471910.

- The closing date for receipt of applications is **29th September 2024**.
- Shortlisting will take place by **2nd October 2024**.
- Interviews will be held on **14th October 2024**.

Should you have any questions regarding the application process please do not hesitate to contact me.

All the very best with your application.

Yours sincerely,

M. Anderson

Michael Anderson
Head of Human Resources





Advertisement



watmos
COMMUNITY HOMES

Leading the way in resident empowerment Watmos' unique approach has put it at the forefront of transforming communities, providing great homes and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

Resident Involvement Officer
12 months' fixed-term contract (with possibility of becoming permanent)
£32,000 plus many benefits. Hybrid Working.
Location: Lambeth, London.

If you enjoy working with people from different walks of life and backgrounds and thrive on making a positive impact within local communities, then we would like to hear from you.

This role involves supporting the implementation of the resident involvement strategy and 'Resident Voice' activities to ensure their success, whilst ensuring resident scrutiny and influence is central to improvements and service delivery. You will plan and oversee a range of activities and events, whilst building relationships with both residents and staff to ensure the successful delivery of our resident involvement strategy. You will be also supporting the resident scrutiny panel to analyse performance information and carry out reviews of service areas.

The ideal candidate will have a strong background in working with local communities to achieve positive results, along with experience in housing, customer-focused service delivery, or administrative roles. They should possess excellent interpersonal, organisational, and negotiation skills, with a proven ability to prioritise tasks effectively. Strong proficiency in IT, exceptional customer service, and both written and verbal communication skills are essential, including the ability to convey information clearly, fluently, and concisely.

We are genuinely proud of our diversity, our people, our values, our homes and our achievements and you will support our ongoing evolution.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We encourage applications from those of all backgrounds and strongly value having a workforce that includes people who have different life experiences.

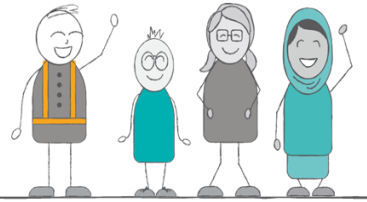

To download a recruitment information pack and apply:

Visit: <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

e-mail: recruitment@watmos.org.uk

Write to: Jen Medza, Human Resources Assistant
Watmos Community Homes, 116-120 Lichfield Street,
Walsall, West Midlands, WS1 1SZ

Closing Date: 29th September 2024





Job Description

Job Title:	Resident Involvement Officer
Department:	Communities
Responsible to:	Head of Communities (HoC)
Responsible For:	None
Significant Relationships:	Watmos Staff Residents Key Stakeholders
Location:	Watmos Community Homes, 163-165 Lambeth Walk, Kennington, London, SE11 6EE. Hybrid working.
Special Conditions:	Some weekend and evening work will be required.

Job Purpose:

- Support the implementation of the resident involvement strategy.
- Drive the implementation and success of 'Resident Voice' activities ensuring resident scrutiny and influence is central to improvements and service delivery.
- Plan and oversee a range of involvement activities and events
- Support the resident scrutiny panel to analyse performance information and carry out reviews of service areas.
- As well as working with residents, you'll be building relationships internally to ensure the successful delivery of our resident involvement strategy and buy-in from all staff, so you'll need to be someone who can build a great rapport with people.

General

- Work with the HoC in developing and facilitating innovative resident involvement and co-creation
- Support existing resident groups and to develop and promote new groups.
- Engage with residents using a variety of mechanisms to improve services overall, ensuring WATMOS procedures, policies and strategies deliver quality services for our residents.
- Ensure involvement is inclusive. Using resident insight to identify how and where to engage with diverse resident groups living in our homes.
- Ensure that resident experience and feedback is built into service improvement on an ongoing basis
- Produce and disseminate KPI information in respect of Resident Engagement as necessary.
- Assist the HoC to prepare and present reports, in a timely fashion, as required.





Job Description

Strategy and Reporting

- Gather data from surveys and consultation exercises to inform proposals.
- Collect feedback from the 'Resident Voice' and present in a clear and meaningful format to enable detailed analysis.
- Assist the Communications Officer with publications providing articles on activities of the team.
- Assist in managing and maintaining the 'Resident Voice' database and utilise to identify target audience.

Involvement and Engagement

- Assist with maintaining the 'Resident Voice' database.
- Liaise with and provide excellent communication services to residents and members of the public.
- Work towards achieving the goals of the Resident Engagement Policy.
- Work with the HoC, on new and existing models of resident consultation and engagement to promote an open and effective partnership between the residents and WATMOS.
- Be familiar with principal developments in good practice, regulatory changes and legal requirements of landlords around resident involvement and regularly inform staff of these.
- Develop initiatives to increase effective resident engagement.

Other Responsibilities

- Implement the 'Resident Voice' annual plan of activities. Develop robust, innovation and effective involvement and influencing routes for residents.
- Liaise and actively negotiate with local residents' groups, maintaining relationships and working with other WATMOS staff and stakeholders.
- Represent WATMOS at meetings both at our offices and in the community when required, taking the lead, and ensuring effective and appropriate communication with residents. This will involve coordination and communication with colleagues.
- Make recommendations as to how services can be improved, through identifying common themes raised by residents and providing feedback loops, so we can evidence 'You Said We Did'.
- Provide cover and support as required.
- Comply with and implement the GDPR (General Data Protection Regulation).
- Carry out any other reasonable duties commensurate with the post as required by Managers.

Note:

No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.





Person Specification

ASSESSED

ON APPLICATION FORM

AT INTERVIEW PROCESS

Qualifications

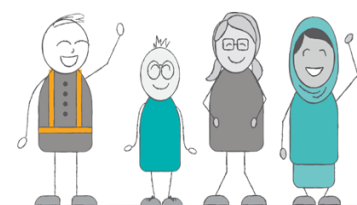
- | | ON APPLICATION FORM | AT INTERVIEW PROCESS |
|--|---------------------|----------------------|
| 1. 5 GCSEs (A-C, 4-9) including English Language or relevant degree or relevant law qualification or equivalent and Level 3 qualification in Business Administration or equivalent or Qualified by experience to equivalent level. | ✓ | |

Professional Knowledge and Experience

- | | | |
|--|---|---|
| 1. Experience in an office environment, housing or administration role. | ✓ | ✓ |
| 2. Experience of planning and organising a range of activities and events. | ✓ | ✓ |
| 3. Experience of developing and implementing office systems. | ✓ | ✓ |
| 4. Experience of compiling and maintaining accurate written, computerised and statistical records. | ✓ | ✓ |
| 5. Experience of working with local communities to achieve successful outcomes in the delivery of services which meet their needs. | ✓ | ✓ |
| 6. Experience of working in a customer focused service delivery environment. | ✓ | ✓ |

Skills and Abilities

- | | | |
|---|---|---|
| 1. Aptitude for general administration. | | ✓ |
| 2. Commitment to resident involvement and empowerment. | | ✓ |
| 3. Excellent written English and communication skills with the ability to communicate information articulately, fluently, understandably and concisely whether verbally or in writing to tenants and residents. | ✓ | ✓ |
| 4. IT literacy skills and the ability to use Microsoft Word, Excel, Outlook and other appropriate software packages to a high standard. | | ✓ |
| 5. Strong interpersonal skills at all levels. | | ✓ |
| 6. Able to show integrity and maintain confidentiality. | | ✓ |





Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
7.	Able to prioritise work to meet targets and deadlines.		✓
8.	Commitment to fairness, equality and diversity.		✓
9.	Demonstrate enthusiasm, drive and initiative.		✓
Flexibility and Commitment			
1.	Commitment to attending evening and weekend meetings and events and events as required.		✓
2.	Willingness to contribute to and be actively involved in Watmos tenant involvement and community empowerment activities and events.		✓
3.	Willingness to travel as required.		✓
4.	Demonstrate a positive attitude, problem solving skills and be approachable.		✓





Benefits

My Pay

- Competitive salaries, which are benchmarked regularly.
- Salary reviewed annually.
- Enrolment into a pension scheme (4% employee contribution, 5% employer contribution). Opt-out available.
- Enhanced maternity, paternity, adoption and shared parental pay.
- Enhanced sick pay for when you really need it.
- Travel to work loans.
- Electric vehicle car lease salary sacrifice scheme.
- Considerable savings via our high street discount schemes – retail, travel, gym and leisure discounts.
- Enhanced travel expenses.
- Additional pay when working away from home for more than a night.
- Free professional subscriptions.
- Free car parking.

My Wellbeing

- 25 days annual leave rising to 30 days.
- 8 bank holidays.
- 4 additional concessionary leave days.
- Employee Assistance Programme offering support for home and work issues.
- Interactive wellbeing app designed to enhance your overall wellbeing.
- Access to free 24 hour counselling.
- Cycle to work scheme.
- Free flu jabs, eye tests and occupational health advice.
- Free tea and coffee etc.
- Ongoing assessment of your wellbeing and motivational drivers (work and personal) via 'Open Blend' software.
- A culture that promotes equity, diversity, inclusion and belonging.

My Flexibility and Work-Life Balance

- Hybrid working (home and office working), where role allows.
- Flexible working depending on your role. Flex your start and finish times.
- Flexi-leave. Additional time off for accrued flexi-time.
- A wide range of family friendly policies.

My Development

- In-person and online training sessions as well as e-learning, coaching, interactive workshops and external courses leading to a qualification.
- An innovative approach to performance management via the 'Open Blend' software coaching framework, putting the employee and their development at the heart of conversations.





About Watmos

Our Mission and Vision

By delivering our corporate objectives we will fulfil our mission, which is our 'core purpose' and our vision, which is what 'we ideally want to achieve for our residents'.

Our mission and vision are set out in the graphic to the right.



Our Mission

To provide great homes and services, build strong communities and improve people's lives.



Our Vision

To build a strong community focussed organisation where all our residents can prosper in healthy, safe and vibrant neighbourhoods.

Our Values

Our values are very important to us; they are our guiding principles driving what we do and how we work to deliver our Corporate Strategy. They reflect who we are and how we want to be seen.

Our values were developed by our Board and staff, and we hope everyone who meets us will agree that we live by them, and they are real. Our values are set out in the graphic to the right.



We are Stronger Together: We value the diversity of talents, perspectives and experiences of our people. We work collaboratively to foster creativity, challenge constraints and achieve shared goals.



We have Integrity: We are sincere and act with honesty and fairness. We keep our promises and are accountable for what we do, how we work and our decision making.



We are Caring: We work for the wellbeing and safety of our people showing empathy and understanding. We take responsibility for our environment.



We Strive for Excellence: We constantly review and improve how we do things. We take pride in our work. We make decisions that drive value for money and social impact.



We are Community-Focussed: We provide support to develop the skills, health and wellbeing of residents and build the capacity of community groups to help support thriving communities.



We are Agile: We are adaptable, resourceful and dynamic. We innovate to rise above challenges to make best use of our resources.

Link to Corporate Publications: <https://www.watmos.org.uk/corporate-publications>