

PCHA

CONNECTING COMMUNITIES

Recruitment Pack

Resident Satisfaction & Engagement Officer

August 2024

Welcome from the Chief Executive, Karen Cooper

Dear Applicant,

Thank you for your interest in the role of Resident Satisfaction and Engagement Officer. This is an exciting new role and a fantastic opportunity for the right candidate to join the PCHA team and make a real difference to our residents during a significant period of growth and change.

PCHA (Penge Churches Housing Association) is a small community-based housing association with 413 homes in the London boroughs of Bromley and Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business, and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun while we do it, so it's a great place to work.

We are in an exciting phase of our future. We have just entered into a partnership with the London Borough of Bromley to manage their housing stock on their behalf. This is approximately 270 additional homes, including some temporary accommodation, with more homes in the pipeline.

Our residents and our values are at the heart of everything we do, and we expect every member of the team to support and drive this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to both PCHA and our residents. This role is a critical and exciting one for the right person.

We are ambitious for growth and plan to develop approximately 40 new homes over the next 5 years or so whilst not losing sight of our current residents and homes. The next 12 to 18 months will see significant change and so we need staff who thrive in a fast-paced environment. We believe we punch above our weight and want staff who can do the same!

We have a committed and enthusiastic staff team and we need staff that can support PCHA to deliver truly excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a positive impact then this could be the

role for you.

Should you wish to have an informal chat about the role, please call myself or Sian Llewellyn on 020 3434 5331.

Karen

Karen Cooper, Chief Executive

About PCHA – Vision and Values

Our Vision

We are an ambitious local housing association that strives to deliver homes and services we can be proud of. We aim to make a positive impact and work collaboratively with our residents and communities to support them to thrive.

Our Values

Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

Being Ambitious

- We seek to deliver a broader range of services to meet the needs of more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

Striving for Excellence

- We will work inclusively and innovatively to continuously improve
- We are people focused and aim to tailor our approach to the needs of individuals
- We support residents in a holistic way, supporting them to thrive
- We strive to be proactive, solution orientated and go the extra mile
- We continually challenge ourselves to improve our performance
- We seek to make sound business decisions and be well governed and managed

Working in Partnership

- We build strong and positive relationships based on trust and mutual respect
- We strive to create a culture of collaboration and shared accountability

Behaving with Respect

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents, staff and communities
- We are inclusive and respectful in the way we work
- We celebrate difference, believing everyone is unique
- We have a zero-tolerance approach to discriminatory behaviour

Being Kind

- We treat each other with compassion and kindness
- We encourage open conversations about mental health and well being

...Making a Positive Impact

Our Strategic Objectives

Our Services

- ❖ *Providing excellent services we are proud of*
- ❖ *Doing the Basics brilliantly*
- ❖ *Putting residents at the heart of what we do*
- ❖ *Working positively and holistically with residents to help them to sustain their tenancies*

Our Homes

- ❖ *Providing and maintaining homes we are proud of*
- ❖ *Providing homes that are decent, safe and green*
- ❖ *Delivering more rented homes for the local community*

Our Community

- ❖ *Making a positive impact in the wider community*
- ❖ *Work in partnership with others to proactively support our residents and local community*

Our Business

- ❖ *Being a modern, agile, resilient and forward-thinking business*
- ❖ *Maintaining financial strength, ensuring we have the resources to deliver our objectives*

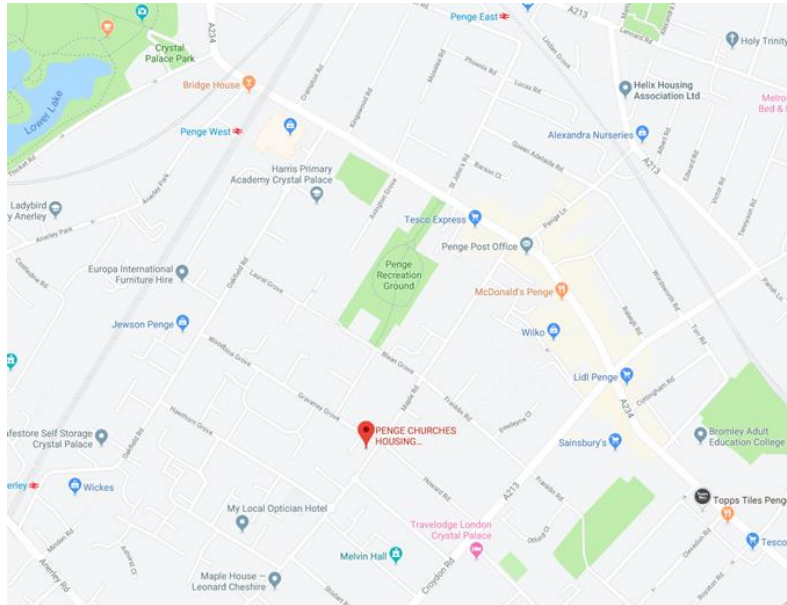
- ❖ *Driven by our vision and values*

Our People

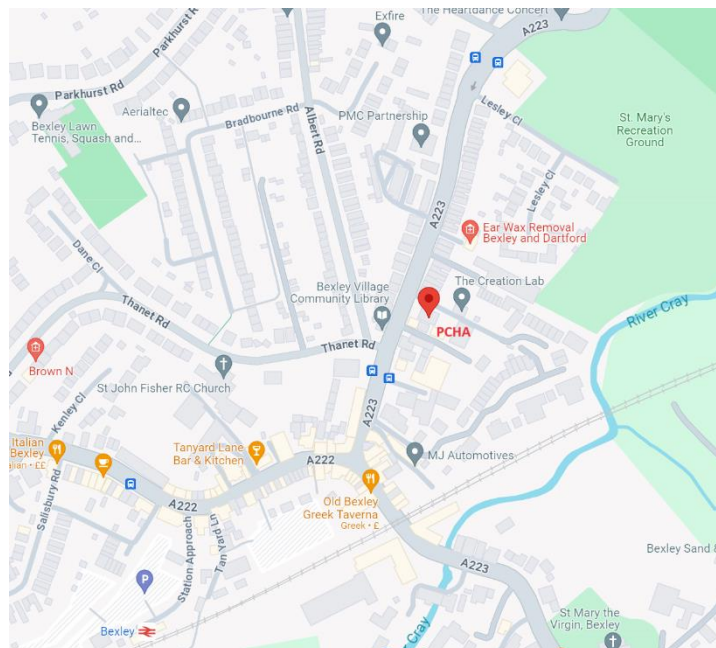
- ❖ *Building strong and positive relationships based on trust and mutual respect*
- ❖ *Creating a culture of collaboration and shared accountability*
- ❖ *Being agile, light of foot and resilient in the way we work*

About PCHA – Our Offices

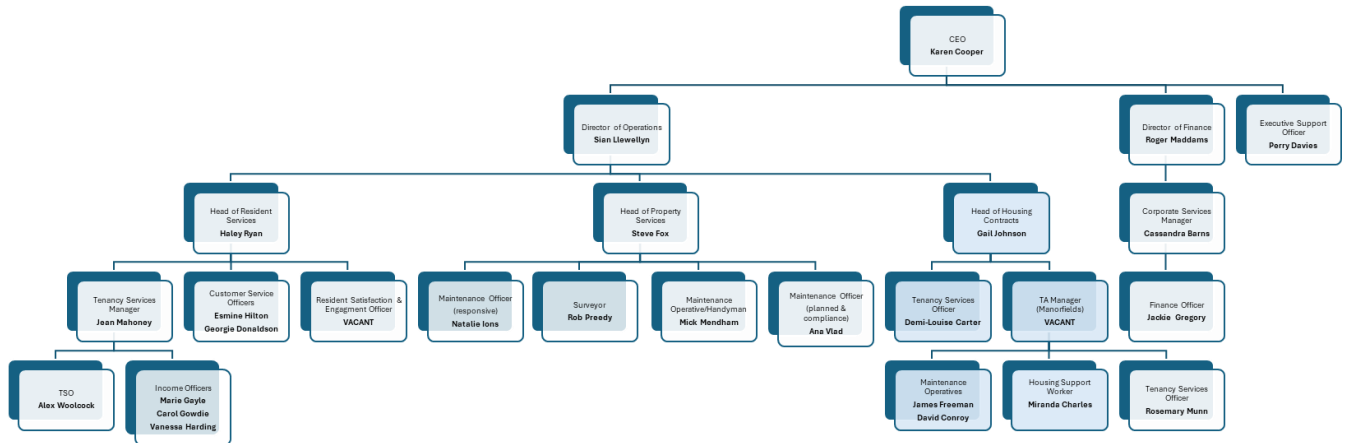
PENGE – Based in Penge, SE20, our current office is within a 10 minute walk of Penge East. Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



BEXLEY – Based in Bexley Village, DA5, our current office is within a 5-minute walk of Bexley station, with the shops and cafes of Bexley close by. We have parking on site.



Structure Chart 2024



Key Terms and Conditions

- Basic Salary circa £39k
- Hours: Full time, 35 hours per week
- Location: Agile working in place (offices are in Penge and Bexley)
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave (5 days)
- Employee Assistance Programme
- Contribution to professional subscriptions and development
- HSF Health Plan with Perkbox rewards

Job Description and Person Specification

Job Description:

SUMMARY OF POST

Service delivery is critical to resident satisfaction and this role is pivotal to PCHA delivering services to the highest standard, ensuring we can be proud of both our homes and services. The postholder will be responsible for ensuring we provide an excellent customer service to our residents in terms of tenancy services, responsive repairs, planned works and estate management, engaging residents at every opportunity to drive improvements across the business. Acting as a critical link between our residents and staff, this role will be key to ensuring residents are engaged in all our services to drive up quality, value for money and resident satisfaction.

1. Key Tasks

- 1.1 Provide a positive image of PCHA to it's residents and stakeholders
- 1.2 Deliver an excellent customer service to residents, and the team, dealing with their queries and concerns regarding resident satisfaction quickly and proactively
- 1.3 Quality check the work of the Maintenance Operative and other contractors in respect of communal services such as cleaning and gardening, working with residents to carry out regular inspections
- 1.4 Carry out post inspections of repairs and planned works as per our post inspection targets to assess quality of, and resident satisfaction with, works, involving PCHA's surveyor as required
- 1.5 Monitor resident satisfaction and feedback across all our services, including anti-social behaviour and lettings, following up on any dissatisfaction as required and providing regular reports on satisfaction and outcomes
- 1.6 Work with the team to develop improvement action plans, reporting regularly to the Head of Resident Services and others

- 1.7 Lead on estate inspections, ensuring residents are actively engaged in monitoring the repairs and estate services, including carrying out regular estate inspections and walkabouts and communicating with residents throughout
- 1.8 Work with others to ensure communal services (cleaning and gardening) are high quality and represent VfM for residents
- 1.9 Hold focus groups or other sessions with residents to help residents shape service delivery
- 1.10 Play a key role in contributing towards the newsletter
- 1.11 Work proactively with the tenancy services team to complete a range of resident engagement events
- 1.12 Support the work of the Partnership Board with residents
- 1.13 Lead on any informal complaints with a view to achieving a quick resolution
- 1.14 Respond to feedback via any satisfaction surveys, including visiting residents at home where appropriate
- 1.15 Support the annual TSM survey, collating results and identifying areas for improvement
- 1.16 Lead in consulting with residents on service delivery and planned programme
- 1.17 Ensure KPIs are met, maintain records and provide performance information on satisfaction & engagement as required
- 1.18 Develop positive partnerships with internal and external partners/stakeholders to facilitate the effective delivery of services
- 1.19 Work with the Maintenance Operative, ensuring he delivers a proactive and responsive service to residents at all times

2 General

- 2.1 Work flexibly and positively as part of a small team, providing cover as required
- 2.2 Put residents first at all times, providing a high standard of customer service both internally and externally
- 2.3 Adhere to PCHA's values and policies
- 2.4 Represent PCHA at internal and external meetings as required portraying a professional image at all times
- 2.5 Exercise a duty of care with respect to the health and safety of all
- 2.6 Undertake any other reasonable duties that may be required from time to time

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.

Key Accountabilities:

- Post-inspections as required
- Increase Resident satisfaction
- Embed our resident engagement policy
- Ensure high quality estate services are delivered
- Resolve informal complaints
- Estate inspections and walkabouts

KPIs:

- Tenant satisfaction >85%

Person Specification:

1	Education and Qualification	Essential	Desirable
1.1	Good level education or equivalent experience	<input checked="" type="checkbox"/>	
1.2	CIH qualifications		<input checked="" type="checkbox"/>
2	Knowledge and Experience		
2.1	Track record of working positively and proactively with residents/customers to deliver excellent customer services	<input checked="" type="checkbox"/>	
2.2	Track Record of engaging and involving residents/customers to drive up satisfaction, preferably within a housing association	<input checked="" type="checkbox"/>	
2.3	Experience of managing and resolving complaints positively, using feedback to improve services	<input checked="" type="checkbox"/>	
2.4	Experience of undertaking property and estate inspections		<input checked="" type="checkbox"/>
2.5	Strong track record of collaborative working and delivering successful change that has led to improvements in service delivery/performance	<input checked="" type="checkbox"/>	
2.6	Excellent communication and negotiating skills in order to build effective relationships with customers, staff and key stakeholders		<input checked="" type="checkbox"/>
2.7	Experience of organising and facilitating events for residents/customers		<input checked="" type="checkbox"/>
2.8	Experience of tenancy and/or property management within a housing association		<input checked="" type="checkbox"/>

3	Skills and Ability		
3.1	Excellent communication skills, with a positive can-do approach and the confidence to handle challenging situations	<input checked="" type="checkbox"/>	
3.2	Excellent IT, organisational and administrative skills, particularly Word, Excel and Outlook	<input checked="" type="checkbox"/>	
3.3	Ability to see things through from inception to completion	<input checked="" type="checkbox"/>	
3.4	Ability to take a stay calm and take a firm but fair approach to residents and contractors	<input checked="" type="checkbox"/>	
3.5	Ability to multi-task and work accurately to tight deadlines in a pressurised environment	<input checked="" type="checkbox"/>	
3.6	A strong team worker with the ability to build effective relationships and partnerships	<input checked="" type="checkbox"/>	
3.7	Ability to maintain confidentiality and professional boundaries	<input checked="" type="checkbox"/>	
3.8	Ability to understand/follow policies, processes and procedures	<input checked="" type="checkbox"/>	
3.9	Able to think and work autonomously with strong problem-solving skills	<input checked="" type="checkbox"/>	
4	Behavioural		
4.1	Builds strong relationships <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues • Builds effective and positive external relationships • Is fair minded, inclusive and non-judgemental • Is positive with has a can do approach 	<input checked="" type="checkbox"/>	

4.2	<p>Delivers excellent customer service</p> <ul style="list-style-type: none"> • Is proactive, solution focussed and willing to go the extra mile • Treats people as individuals and tailors their approach wherever possible • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable and keeps promises 	<input checked="" type="checkbox"/>	
4.3	<p>Acts with Integrity</p> <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions and doesn't pass the buck • Is open, honest and trustworthy 	<input checked="" type="checkbox"/>	
4.4	<p>Planning and Organisation</p> <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions 	<input checked="" type="checkbox"/>	
4.5	<p>Being Ambitious</p> <ul style="list-style-type: none"> • Ambitious for the future of PCHA, seeking to deliver a greater range of services to more people within our communities • Creative and open to new ideas • Embraces change and respond positively to new opportunities 	<input checked="" type="checkbox"/>	
5	Commitment / Other		
5.1	Full and valid UK driving licence and access to a car/vehicle	<input checked="" type="checkbox"/>	
5.2	Willing to work occasional evenings		<input checked="" type="checkbox"/>

Advert

Resident Satisfaction & Engagement Officer

Full Time

Salary circa £39k

PCHA is a successful, small community-based registered provider of social housing based in Penge, south east London. We own and manage approximately 650 homes in and around Bromley and Bexley and we are passionate about working together with our residents and making a positive impact on our community.

We are seeking to recruit a Resident Satisfaction & Engagement Officer to work with our residents to drive up satisfaction and deliver value for money. This is a critical and exciting new role for the right person, playing a key role in ensuring we provide residents with excellent services, engaging with them to improve services and keeping them happy in their homes. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to the organisation and our residents.

We are looking for an enthusiastic Resident Satisfaction & Engagement Officer with excellent communication and relationship building. You will need a positive and resilient approach with the confidence to challenge both internally and externally where performance is not up to standard. You will be comfortable working alone with a diverse group of residents keeping them informed and engaged. As well as a passion for delivering great customer service, the successful candidate will embody the vision, values and ambitions of PCHA. This role will involve travelling around our homes and therefore you must have a valid UK driving licence and access to a vehicle.

If you would like to find out more about the role, please contact Karen Cooper on 020 3434 5331 or karen@pcha.co.uk.

Visit www.pcha.co.uk to find out more about us.

How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

Please outline:

5. How you meet the person specification
6. Why you are interested in the role

CVs alone will not be accepted.

We ask that applications are in minimum font size 12 and **no more than 8 pages** in total.

All applications must be submitted by email to *Perry Davies* at perry@pcha.co.uk

Completed applications must be received by **5pm on Monday 9th September 2024***

* Please note this deadline may be extended.