

Job Description

Tenant Management & Support Officer (Tenant Engagement Officer)

Reference: 4066

Date: May 2026

Job Family:	Community Services/Tenant Management and Support
Level:	2
Band:	6
Career Track:	Technical, Professional and Supervisory

Job Purpose

To lead and deliver effective, sustainable tenant involvement across NCC Housing Services, ensuring residents are meaningfully engaged in shaping service delivery, improvement and strategy. The role supports both tenants and colleagues to embed tenant voice in decision-making, ensures compliance with regulatory and engagement standards, and represents NCC at regional and national level to drive forward the tenant involvement agenda.

Responsible for coordinating tenant engagement within a defined geographical area, the role actively contributes to the development and review of involvement strategies, supports continuous service evaluation with tenant input, and ensures tenant feedback, regulatory requirements, and national standards are reflected in housing service delivery and outcomes.

Service Purpose

Overall, the Housing Service Delivers the Council's place shaping role in promoting an appropriate, good quality housing offer across the County. This involves managing and maintaining the dedicated housing stock of circa 8,000 properties for Council tenants and leaseholders as well as securing the provision of decent homes for all residents and to create healthy sustainable communities across the County. In doing all this, also supporting those with a range of specific needs including the elderly, young and homeless people.

Duties and Responsibilities

Tenant Engagement & Participation

- Develop, maintain and continuously improve a range of inclusive engagement methods, ensuring tenants can influence services and decision-making.
- Organise and facilitate engagement activities (e.g. scrutiny panels, task & finish groups, consultations) using tenant insight to shape priorities.
- Support and deliver formal consultation processes in line with Council requirements.

Capacity Building & Inclusion

- Design and deliver training and awareness sessions to enable tenants to participate meaningfully in service development.

- Drive digital inclusion by promoting access, skills and tools that enhance tenant participation and accessibility.

Performance, Insight & Reporting

- Monitor, evaluate and report on engagement activity, including benchmarking performance with other housing providers.
- Produce an annual tenant report covering service performance, engagement outcomes and impact.

Strategy, Policy & Continuous Improvement

- Keep up to date with national policy, legislation and best practice, providing briefings to managers and staff.
- Review and adapt engagement approaches in line with local, regional and national trends to ensure continuous improvement.

Partnerships & Collaboration

- Build and maintain strong partnerships internally and externally, including regional housing networks and community organisations.
- Work collaboratively with service teams (e.g. Estates and others) to maximise engagement opportunities and service improvements.

Customer Service & Operational Delivery

- Handle complex or sensitive tenant interactions professionally, resolving queries promptly and managing expectations effectively.
- Promote high standards of customer service, supporting access to wider services and contributing to a performance-driven culture.

General Responsibilities

- Attend meetings and events (including outside normal hours where required) and ensure compliance with health and safety responsibilities.
- Undertake other duties consistent with the role's level and purpose.

Person Specification**Professional and Technical Requirements****Qualifications**

- Relevant housing qualification (e.g. CIH Level 3 Certificate in Housing Practice or equivalent).

Knowledge, Skills and Experience

- Strong understanding of social housing operations, housing-related issues, and current government housing regulatory legislation.
- Knowledge of the structure and functions of large, complex public sector organisations, including awareness of local government challenges and political sensitivity.
- Ability to interpret, apply and explain council policies and basic housing law relevant to the role.
- Experience of working within the social housing sector with a solid operational and service background.
- Experience of working with tenants and officers to drive service improvement and scrutiny

Core Competency Requirements

- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Relationship Builder:** You quickly establish mutual respect and trust, building long lasting relationships with others.
- **Influencer:** You influence others, you articulate the rationale to gain their agreement.
- **Service Focused:** You look for ways to serve customers putting their needs at the heart of everything you do.
- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Improver:** You look for better ways of doing things and enjoy coming up with new and original ideas.

Desirable

- Experience of running tenant – led forums and other wider consultations
- Experience of representing organisations at a Regional and National level