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**Belle Isle Tenant Management Organisation**

**Job Description**

**Job Title: Community & Tenant Support Officer**

**Grade: C3**

**Belle Isle TMO - Mission and Aims**

The postholder will be employed by Belle Isle TMO and will work towards helping Belle Isle TMO achieve its mission which is to Build a Better Future for Belle Isle. In addition the postholder will contribute to Belle Isle TMO’s aims which are to;

* Provide High Quality Services
* Help build a safer and stronger community
* Be a well-run Tenant Management Organisation

**Belle Isle TMO - Values**

The postholder will support Belle Isle TMO’s core values which are;

* High standards of governance, accountability, leadership and probity.
* Working together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
* Doing things to the best of our ability and providing the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
* Ensuring an atmosphere of respect, integrity, fairness and trust - At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
* Developing good communication that is clear, accurate and appropriate. We will actively listen to and value each others points of view and provide an environment where people are happy to share ideas and information in a variety of ways

**Belle Isle TMO - Service promise.**

The postholder will contribute positively to Belle Isle TMO’s Service promise which is to:

* always be as helpful as we can be;
* offer relevant, useful and accurate information;
* make sure we have a range of services and activities that meet service user needs;
* listen to service users and wherever possible, act on feedback;
* support service users to achieve their goals; and smile

**Overview of the job**

Working at part of the Community and Tenant Support Team, you will help shape, develop and coordinate appropriate services in relation to the organisation’s digital inclusion and health and wellbeing agenda; encourage and support users to access the facilities and services available both the GATE centre and via outreach; and encourage digital interaction between residents and Belle Isle TMO, making use of the website, social media and other appropriate forms of digital interaction. You will work one evening per week and occasional weekends (up to 4 per year).

**Specific Duties**

On a day-to-day basis you will work in the Community and Tenant Support Team. The main tasks will include:

* Administering digital skills schemes, providing knowledgeable IT training and support to participants 1:1 and in groups to enable access to the internet for information, employment, and wellbeing advice
* Supporting the organisation’s health and wellbeing agenda by working in partnership with specialist organisations; maintaining local knowledge of signposting opportunities to support residents to access services; and maintaining professional links with internal and external customers and stakeholders, as appropriate, for the benefit of the organisation and the tenants and residents of Belle Isle.
* Assisting with the administration and arrangements for project-based activities, which includes recording outcomes for sessions and events

On a day-to-day basis the Community and Tenant Support Manager will be your line manager, however you will work under the direction of an appropriate manager when undertaking duties in other areas of work.

* Providing day-to-day operational cover, including some administration duties, such as telephone answering and recording service use
* Maintaining an up-to-date diary, scheduling appointments, organising meetings, and carrying out all tasks associated with the function of the BITMOs GATE in line with agreed timescales and to established quality standards
* You will work as part of a small team in each of the areas undertaking your tasks on a daily basis, to complete tasks using your own initiative to deal with unexpected problems/issues as required.
* To provide an excellent customer service to all tenants, residents and visitors to Belle Isle TMO, promoting the image of the organisation and ensuring wherever possible that the customer experience is positive.
* To work at times that suit the needs of Belle Isle residents, which could include working one evening a week and occasional weekends.

The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post as specified by the Chief Executive and the Board.

**Person Specification**

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| **Area** | **Essential** | **Desirable** |
| **Experience** | Experience of working on a one-to-one basis with vulnerable, challenging, and isolated service users. |  |
| Experience of Team work in a regulated environment  | Experience of delivering digital inclusion activities in groups or individually. |
|  | Experience of training others in everyday technologies, such as smart phones, tablets, and apps.  |
|  | Experience of working with volunteers- including recruiting, training, and empowering them.  |
| **Knowledge and Qualifications** | Knowledge of issues that could adversely affect the health and wellbeing of residents in inner city housing estates. | IT qualifications |
| Practical knowledge of digital technologies | Awareness of safeguarding issues and the role of staff in addressing them. |
| Detailed knowledge of the skills needed to support job search and liaison with agencies such as DWP, and Leeds City Council to promote access to services  | GCSEs in English and Maths grade at grade C or equivalent e.g., functional skills. |
| **Skills** | Good IT skills, including knowledge of Word and Excel, as well as conferencing software, such as Zoom and Teams  | Working with Groups to organise events  |
| Good organisational and planning skills  |  |
| Ability to use own initiative within recognised organisational procedures and respond to unexpected problems to ensure tasks are completed and deadlines met.  |  |
| An ability to deal with tenants and their families in a caring, sensitive, responsive, and helpful manner.  |  |
| Ability to communicate effectively with a wide range of people- including organisations, third sector partners and service users.-  |  |
| Ability to write clear English, appropriate to the audience – this could be anything from reports to managers, replies to emails to posts on social media. |  |