Role profile

Job Title:	Leasehold Engagement Officer
Department:	Housing Landlord Services
Directorate:	Housing & Environment

Grade:	9
Post no.:	
Location:	Perceval House

Role reports to:	Home Ownership Rechargeable Works Team Leader
Direct reports:	N/A
Indirect reports:	N/A

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To build strong, collaborative relationships between all council leaseholders and the council.
- To provide support to a resident led leaseholder engagement group that represents all Ealing Council leaseholders.
- To strengthen community cohesion and leaseholder engagement through encouraging leaseholders to get involved in working with us to continually improve home ownership services.
- Working within a team of home ownership officers, delivering resident engagement activities and service improvement initiatives.
- Strengthening trust between the council and its leaseholders by developing meaningful engagement opportunities by embedding leaseholder insight into

decision making and service design.

- To improve leaseholder satisfaction through improved communications, meaningful engagement and co-production activities.

Key accountabilities

- Develop and maintain positive relationships with leaseholders and resident groups.

- Coordinate consultations, forums and surveys on key issues such as service charges, major works, and policy changes.

- Support the leaseholder engagement group in arranging and facilitating meetings and engagement activities with the council and within the community.

- Support the co-design and delivery of leaseholder engagement events.

- Provide advice and signposting to leaseholders on rights, responsibilities, and lease-related issues (e.g. service charges, lease extensions, dispute resolution) and deliver training programmes in association with external bodies.

- Analyse resident feedback, complaints, and satisfaction surveys and develop service improvement initiatives and projects to improve the customer experience.

- Work with the leaseholder engagement group and other resident groups to drive improvements, implement changes and continually monitor their effectiveness.

- Contribute to policy reviews and communication materials, helping to improve transparency and accessibility.

- Track and report on engagement activities, service improvement recommendations and service improvement outcomes.

- Support adherence to leasehold legislation, statutory notices, and consultation requirements.

- Keep under review and develop literature for homeowners including information on the website, handbooks, newsletters and digital campaigns.

- To work closely with the resident engagement team and other departments to co-ordinate, develop and deliver resident engagement events, ensuring that leaseholder interests are represented.

- To identify internal and external funding that resident groups could apply for and to promote these funds and support resident groups in project planning and in their applications for funding.

- To contribute to the design, development, implementation and review of a leaseholder engagement strategy.

- To work with staff to develop and implement new initiatives to improve the performance of housing services in the area of equality and diversity and seek out engagement from underrepresented groups.

- To support the Connected Communities initiative through developing partnerships with local groups to achieve better outcomes for residents.

- Be responsible for collecting, monitoring and managing data relevant to participation initiatives and to support the development of an annual leaseholder engagement impact report which clearly sets out outcomes achieved.

- To collect information on the support needs of leaseholders and sub tenants and work with relevant teams to ensure that this information is used to tailor services.

- To support the development and delivery of targets relating to outreach and engagement, including by gathering data, looking at best practice, undertaking benchmarking and consultation.

- To actively promote Ealing Council's equality and diversity policy in all respects by delivering, upholding and encouraging the highest standards of behaviour.

- To undertake all duties with due regard to Health and Safety legislation.

- To produce training materials, user manuals and other material required for the successful implementation of new initiatives; promotion and raising

awareness sessions; deliver briefings; and training for staff and stakeholders on equality and diversity and resident participation.

- To actively participate in team meetings, homeowner meetings and working parties, some of which will be held out of normal office hours, including evening and weekend events as required.

- Respond to correspondence, Members enquiries and complaints in a coherent and logical manner based on the information available, meeting the council corporate response times.

- To undertake any other reasonable duties and responsibilities similar in nature to those describe above which may be required.

Key performance indicators

- Improve leaseholder satisfaction by increasing engagement and improving communication.
- Deliver any service improvement plans arising from leaseholder feedback.
- To work as part of the Homeownership Team to meet service plan targets.
- To meet corporate standards and response times for complaints, member enquiries and general correspondence.
- Produce monthly reports based on homeowner insight from feedback and satisfaction surveys.
- To organise, run and attend homeowner statutory and non-statutory engagement events.
- To ensure all literature is reviewed and produced within target.
- This is not an exhaustive list.

Key relationships (internal and external)

- Internal services including Housing Management, Resident Engagement, Asset Management and Regeneration.
- Councillors, Members of Parliament, leaseholders, resident groups, external agencies and community groups.

Authority level

- Financial: Approval will be in accordance with the Councils financial standing order.

Additional Requirement

- Any other duties appropriate to the post and grade.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

In your supporting statement, you need to provide examples of how you meet each of the criteria listed in the person specification section of the role profile. Please provide clear and specific examples. We do not accept CVs. Any applications received with a CV attached and without a supporting statement will not be considered.

Essential knowledge, skills and abilities

1. Strong understanding of leasehold legislation, housing management, and the landlord–leaseholder relationship.

2. Proven experience in resident engagement, community development, or housing services.

3. Excellent communication and interpersonal skills, with the ability to handle sensitive issues diplomatically.

4. Able to build strong working relationships internally and externally and to be able to demonstrate going the extra mile to get things done and taking pride in delivering a good service.

5. Competence in managing consultations including statutory consultations, writing reports, and presenting findings.

6. Commitment to equality, inclusion, and continuous improvement in public services.

7. Able to manage own workload and understand own strengths and weaknesses, seeking support when necessary.

8. Able to demonstrate good project management skills, delivering and evaluating outcomes to project deadlines and seeking to continually provide improved services to customers.

9. Able to engage residents and resident groups, empowering them to scrutinise and influence the housing services they receive.

Essential qualification(s) and experience

1. Experience of working with customers, residents or external partners in a diverse community.

2. Experience of delivering resident involvement initiatives.

3. Experience of working within a housing or resident engagement role.

4. Housing qualification or willingness to work towards a qualification in compliance with the Regulator of Social Housing (RSH) Competence and Conduct Standard.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards