L&Q Group

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| **Role title** | Resident Involvement and Accountability Officer | | | | | | | **Date** | | 15/10/2021 | |
| **Reports to Title** | Head of Resident Involvement and Accountability | | | | | | | **Version** | | 1 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **√** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| To support the implementation, ongoing monitoring and continual improvement of L&Q’s strategic approach to resident involvement and accountability.To build capacity:among staff in effective resident involvement and accountability to drive continual service improvement and resident-centred working cultures across the whole of L&Q.  * among resident groups/volunteer roles to support residents involved to achieve clearly stated goals for the benefit of residents as a whole. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| **1. Governance** **and Accountability** – providing secretariat support to key strategic resident forums within the resident involvement framework, working with residents and named senior officer leads for each forum to deliver on their agreed terms of reference and carry out reviews of their effectiveness and impact. Ensuring a steady information flow between forums, the parts of the business that they are seeking to influence and advise and our governance arrangements, in line with our corporate resident involvement framework, to ensure their openness and transparency. | | | | | | | | | | |  |
| **2. Developing the resident base** maintaining a database of involved residents, promoting opportunities for involvement amongst interested residents and liaising with residents on opportunities for involvement. Liaising with communications on the roll out of the resident involvement communications plan. | | | | | | | | | | |  |
| **3. Support emerging residents involvement opportunities** working with residents and staff to establish new groups, programmes of activity or one-off events – ensuring those activities are developed in line with the corporate framework and principles for resident involvement, are established in a sustainable way (when appropriate) and are able to contribute to the impacts that are being sought from resident involvement agenda and that evidence gathering for impact evaluation are in place. | | | | | | | | | | |  |
| **4. Developing colleagues** Training, delivering workshops and establishing and supporting peer mutual support networks for colleagues involved in resident involvement so that they can be confident in the roles they play, provide a consistent and positive experience for the residents involved and together achieve the best outcomes from resident involvement activities. | | | | | | | | | | |  |
| **5. Engaging colleagues** to identify opportunities for resident involvement (or opportunities to enhance existing practices), working with them to develop those opportunities so that they operate within the corporately agreed framework and have necessary processes in place to enable effective, risk managed and self-sustaining activity in their service area. Creating content for disseminating best practices around the organisation and externally as necessary. | | | | | | | | | | |  |
| **6. Research and Analysis** Researching best practices in resident involvement and volunteer management and identifying opportunities for L&Q to develop its approaches further, gathering and analysing data of impact of activities undertaken to support the corporate level impact evaluation of resident involvement and KPIs. | | | | | | | | | | |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
| Will have an impact on the RI budget but no overall accountability. | | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | |
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| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | | | |
| * High quality experience of managing and involving volunteers, involved residents, service users or other participatory groups – able to demonstrate use of tools and frameworks to establish clear ways of working, manage risk and ensure effectiveness **Essential** | * Experience of delivering training, facilitating workshops and/ or establishing and maintaining peer support networks or communities of practice amongst staff, fostering an environment where people feel respected and can make their voice heard **Essential** | | |
| * Experience of building effective working partnerships between statutory and community partners/civil society organisations **Desirable** | * Demonstrable experience of senior stakeholder management including senior officer level and able to positively inform and influence discussions and business decisions – **Essential** | | |
| * Experience of strengths-based approaches in a community or employee setting (e.g. advocacy, Asset Based Community Development, Patient/User centred approaches)– **Essential** | * Empathy, listening and verbal communication skills, ability to build rapport and work effectively with a diverse range of people, who may have challenging personal circumstances, while setting appropriate professional boundaries, to deliver shared goals   **Essential** | | |
| * Highly developed organisational, planning, event planning and project management skills, able to demonstrate results and deliver continuous improvement. Able to multitask and meet deadlines – **Essential** | * Good written skills, able to produce quality reports, notes and minutes for consideration at a high level **Essential** | | |
| * Able to provide evidence of conducting best practice research and gathering evidence of impacts to support evaluation and impact analysis or alternatively to support the compilation of outcome focussed KPIs. **Essential** Familiarity with theory of change approaches to impact assessment **Desirable** | * Computer literate with a good proven competency in MS Office applications. Able to use business systems to advanced level - **Essential** | | |
| * Demonstrable collaboration, stakeholder management, networking, negotiation and influencing skills that have been deployed in both an organisational and community or service user setting - **Essential** | * Self-motivated– **Essential** | | |
| * Strong awareness of the diversity and inclusion agenda including demonstrable evidence of working with diverse groups and adjusting approaches to meet the needs of those groups **Essential** |  | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |