



Women's
Pioneer Housing
Est 1920

RESIDENT ENGAGEMENT AND RESOLUTION OFFICER

RECRUITMENT PACK



APRIL 2024

APPLICATION
PROCESS
INFORMATION

ROLE PROFILE
AND PERSON
SPECIFICATION

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YOUR APPLICATION

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

To apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The diversity form – completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate in your email if you cannot attend the interview date.

Please note that applications can only be considered if all the documentation is complete.

Applications must be received by Tuesday 30 April 2024 midday to hr@womenspioneer.co.uk.

Please ensure we receive your application in good time.

If you wish to have an informal discussion about the role and organisation, or if you have any other questions you would like answered to help you decide whether to apply, please do call me for a confidential discussion.

Kind regards,
Susan Bernard
Head of HR and Corporate Services
020 8749 7112



WELCOME TO WOMEN'S PIONEER HOUSING



I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Resident Engagement and Resolution Officer – hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after a 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands and champions women's housing needs has never been more relevant.

A safe home is the foundation in supporting our residents' independence. A women's life is a journey and we need to be able to support our residents along the way. We do this in many ways. We house women of all ages and we are the largest provider of sheltered housing in Kensington and Chelsea. We work closely with our residents to review and continuously improve our homes and services. We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high quality homes and our development in Ealing that will deliver over 100 new high quality homes. We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc. In 2024 the need to address women's diverse housing needs is perhaps even greater than it was in 1920.

We have a strong and experienced executive management team, positive staff infused with energy as we continue to grow and a Board that is incredibly committed.

If what we say and do inspires you, we hope you apply.

Yours sincerely,

Tracey Downie

Chief Executive

ABOUT US



Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

Our Vision

For all single women across London to have access to a safe, secure and affordable home.

Our Mission

To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.

Our Values

We Put our residents 1st

Our services are designed through collaboration with our residents, and we aim to achieve excellence in all that we do, providing innovative solutions that ensure our residents are positive about living in a WPH home.

Are Open, trusted and nurture great relationships

Our customers and partners can trust that we will do what we say we will do and feel confident when they contact us that they will receive a service that is exceptional and responsive to their needs.

Value Equality, inclusivity and empowerment

We champion equality and diversity and in particular, the role that women's housing plays in tackling gender inequality. We work as one team and empower our teams and residents to think and do things differently in recognition of our diversity and the legacy of our founders.

Provide a Respectful and safe environment

We respect each other and our residents in all our communications and deliver services and create homes in the right environment so that our residents and teams feel safe

OUR CORPORATE PLAN

Our Homes

Our homes will be safe and warm in desirable neighbourhoods and built to a high standard.

We are committed to providing safe, well-maintained and energy efficient homes where our residents can flourish. To achieve this, we will invest in our existing properties as well as seeking opportunities to grow our portfolio. Our team will work to better understand our stock and our residents' specific needs, to ensure our homes can be adapted as individuals' requirements change. Combined with measures to reduce our properties' carbon footprint, this will make our homes fit for purpose now and into the future.

Our Services

Our services will be excellent, delivered professionally and designed to meet the needs of single women.

We want our residents to be happy with our services, have a strong voice and work with us to ensure we meet their diverse needs. Our team will get to know our residents well, listen to what they have to say and encourage more people to get involved in shaping our services. To make sure residents get the care and support they need as their circumstances change, we will also work with partner organisations to enhance our service offer.

Our Organisation

Our organisation will be financially robust, well governed with a culture that values people who are passionate about doing a great job.

In such a challenging economic climate, financial strength is fundamental to achieving our corporate aims, managing our growth and adapting to new legislative and regulatory requirements. For our organisation to thrive, we must also have a committed and professional team. So we will create a framework for staff recruitment and development, while nurturing a culture where our people feel empowered and accountable. We will also ensure we have excellent IT systems which can support modern services and allow us to capture, hold and analyse data effectively. This will help us improve our knowledge about our residents and homes, so we can make more informed business decisions.

We have over a hundred years of experience and a strong portfolio of assets which we can use to lever in funds to support the development of our homes and services. Building on our own strengths and working in partnership with our residents and others wherever possible, utilising new technology effectively we are confident we can meet these challenges.

In addition to increasing and continuously improving our own homes and services, we will continue to highlight women's ongoing housing needs to influence local and central government and other housing providers to do more in this area.

We aim to be small enough to be nimble, agile and responsive and bold enough to stand up to inequalities of the world. Central to achieving this impact is realising our desire to work in partnership with our residents to develop our services and to highlight best practice and its impact on women's lives.

ROLE PROFILE

Line Manager:

Customer Services Manager

Direct reports:

None

Purpose of the role

- Support the organisation to deliver the Resident Engagement Strategy.
 - Supporting the effective handling of and learning from complaints, in line with WPH's complaints policy.
-

Key relationships

- **Internal:** All staff and Board members.
 - **External:** WPH residents, contractors and service suppliers
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Key responsibilities

Resident Engagement

- Fully supporting the Customer Services Manager to lead the organisation's Resident Engagement Strategy including developing action plans, monitoring and delivering these plans ensuring that engagement strategies are widely understood, publicised and accessible to residents through liaising with the communications officer and others.
- Deliver opportunities for residents to participate in housing services and ensure that arrangements are inclusive. In particular, to encourage participation from hard to reach and underrepresented groups.
- Promotion, facilitation and developing the active involvement of individuals, resident associations and other groups in existing and future consultative structures ensuring issues are relevant to the local and national agenda.
- Keep up to date with regulatory requirements and best practice resident engagement practices across the sector to encourage good practice and effective engagement and share this learning with SMT

ROLE PROFILE

- Support the Resident Engagement Scrutiny Panel (RESP) to achieve their part of the Strategy through service reviews, mystery shopping and other resident engagement activities led by them.
- Support RESP to deliver these projects and report findings to the Homes and Services Committee (HASC) monitoring outcomes to measure impact and improvement.
- Provide administrative support to RESP and HASC including finalising agendas, circulating papers, confirming attendance and taking minutes.

Complaints Handling

Supporting the effective handling of complaints, in line with WPH's complaints policy including:

- Supporting staff to manage complaints in line with our complaints policy and procedure. This includes ensuring all complaints are accurately recorded, responded to on time and as per the Ombudsman Code of Guidance.
- Ensuring that all complaints are accurately recorded on the housing management system at all stages of the procedure, seeking relevant information for problem solving and decision making, consulting with others as necessary.
- Running reports to monitor performance against targets.
- Assisting with the preparation of complaint information including preparing complaint chronologies, summarizing key issues and defining complaints in the light of information gathered or changes in context.
- Report back to the business and residents on lessons learned from complaints making rational, realistic and sound recommendations based on the consideration of all the facts and alternatives available
- Able to segment complex issues into its constituent parts and the relationship between separate issues to seek redress and remedy
- Monitor and support Officers and Managers to deliver agreed redress on individual complaints providing firm and well-considered decisions about ideas and courses of action within realistic timescales.

Ad-Hoc duties

Supporting the effective handling of data in line with the General Data Protection Regulation (GDPR), including responding to data subject access requests.

Other ad-hoc duties related to this role and relevant to an organisation of our size e.g. occasional phone cover, admin duties e.g. minute taking.

ROLE PROFILE

Performance management

- To proactively manage your workload, seeking guidance where necessary, so that competing priorities are identified and managed effectively.
- To contribute positively to the annual appraisal process including identifying development needs and making suggestions for learning and on-going self-development.
- To work within defined frameworks but able to creatively bring new and imaginative ideas and collaborate with others to identify fresh approaches.
- Good project management/organisational skills.

Compliance

- To comply with all Women's Pioneer policies and procedure and all legal requirements and regulatory standards; including compliance with Women's Pioneer Code of Conduct, Equality & Diversity, customer care, health & safety, financial, risk management and data protection procedures.
- To keep up to date with relevant legislation and best practice.
- To contribute to raising standards across the organisation identifying where improvements can be made to support service processes and policies and implementing changes.

Staff and team working

- To work collaboratively with staff across the association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities.
- To adopt and promote a flexible approach to work undertaking other areas of responsibility as required to ensure the overall strategic objectives and business priorities are delivered.
- Influences the attitudes and opinions of others, gaining their agreement through persuasion to ideas, proposals and courses of action.

Additional information

- These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time.

KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

1. Experience in administrative support to others, excellent customer care skills and an understanding of processes.
2. Demonstrable evidence of using Microsoft Office (Excel, Word and Outlook) effectively
3. High quality written communication skills to compose reports, letters and emails with clear and accurate information.
4. Good verbal communications skills with an ability to engage professionally across a range of people at all levels within the organisation.
5. Experience of organising self and work within a clear framework to identify priorities, coordinate activities and meet deadlines.

SKILLS AND ABILITIES

1. The ability to work flexibly and across teams including reporting and actioning work for senior managers
2. Takes ownership of problems, working positively and collaboratively with others to bring about solutions.
3. An ability to deal with sensitive information and maintain confidentiality in all aspects of work and in managing work relationships.
4. Attention to detail and ability to analyse and report on information from or casework management or project management systems. Ability to produce clear and accurate reports.
5. Ability to promote a positive image of self, team and organisation. Takes pride in work and achieves good working relationships to ensure a quality service.

PERSONAL ATTRIBUTES

1. Personal resilience and ability to work effectively under pressure.
2. Able to rely on own judgment and knows when to seek further assistance.
3. Has an "outcome focus" approach to service delivery.
4. Committed to delivering high quality customer service
5. Committed to ongoing learning and development.
6. Flexibility to work outside hours where required to meet implementation deadlines.
7. Has empathy with needs of residents.
8. Commitment to equality and diversity.
9. Commitment to social housing.

STAFF BENEFITS

LOCATION

We are currently working a hybrid approach. Customer facing teams are required to be in the offices and/or on site at least 3 days a week, however Tuesday is an all staff in the office day.

FLEXI TIME WORKING

For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement. This is the equivalent to 52 days (or 10 weeks absence) per year for full time colleagues, pro-rata for part time colleagues.

ANNUAL LEAVE

Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

BONUS AWARD

Each year in November, we will review the organisations performance and financial status to consider whether a one off bonus award payment can be made. Bonus awards are paid equally to all irrespective of your role in line with our Bonus Payment Policy.

PENSIONS

All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

DEATH IN SERVICE

As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.



STAFF BENEFITS

EMPLOYEE ASSISTANCE PROGRAMME

The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

PHYSIOTHERAPY

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

DISCOUNTED RETAIL PORTAL

Access to a wealth of retailers allows you to save on your spending. You will have your own login to earn cashback or discounts on anything from your grocery shopping to utility bills, mobile phone contract and big ticket items with well known retailers.

REMOTE GP AND SECOND OPINION

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

MENTAL HEALTH SUPPORT

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules

RESIDENT ENGAGEMENT AND RESOLUTION OFFICER

Title: Resident Engagement and Resolution Officer

Salary: £30,273

Hours: Full Time, 35 hours per Week

Place of work: 3 Angel Walk, Hammersmith, London, W6 9HX

Closing date: noon Tuesday 30 April 2024

Women's Pioneer Housing is a values led organisation with residents at the core of every service we provide. The role of the Resident Engagement and Resolution Officer is multi-faceted, not only will you be driving and delivering a growing resident engagement programme you will also handle the administration and complexity surrounding formal complaints.

This is a key role to support the organisation to deliver a service responsive to our resident feedback, as well as meeting governance arrangements and external scrutiny around resident involvement and complaints.

You do not need to have direct experience in these areas, but you must be astutely organised, assertive to chase management members to meet their deadlines and be adaptable.

The transferable skills you have will allow you to work collaboratively with staff across the organisation and with our residents. Your interpersonal skills will allow you to professionally and positively interact with different groups of people, building relationships where you are trusted and inspire confidence.

You will contribute to ensuring our quality standards are met and our services deliver in meeting our resident's expectations. To do this you will be able to translate information, policies and legislation demonstrating excellent verbal and written communication skills in your dealings with stakeholders.

To have an informal discussion about the role please contact Aishah Merchant, Customer Services Manager aishah.merchant@womenspioneer.co.uk

What we offer

We offer hybrid working and flexi time working. You will be fully enabled to work from home with a laptop and mobile phone provided. Embracing our one team ethos, our entire team work together at our head office at least one day each week which will support you in your work bringing opportunities for you to build positive relationships with colleagues actively enhancing our culture.

We will hold face to face interviews for this role on the week commencing 6th May 2024. We will contact successful applicants directly to organise interviews.

RESIDENT ENGAGEMENT AND RESOLUTION OFFICER

We will provide a comprehensive induction programme with an opportunity to learn, develop and drive your own work.

Our benefits package includes:

- 26 days annual leave plus bank holidays rising to 29 days after 5 years' service.
- A generous flexi-time working arrangement, enabling you to accrue up to 26 days additional days off in lieu each year.
- A generous pension scheme
- Retail portal benefits programme
- Health and well-benefits
- Membership with the Chartered Institute of Housing

We provide homes for women of all ages and backgrounds and work closely with our residents to review and continuously improve our homes and services. Our colleagues represent our resident communities and our workforce is also diverse. We welcome who you are, what you are and what you bring and will eradicate discrimination on the basis of race, religion, sex, gender identity, sexual orientation, disability, pregnancy and maternity, age and marital status. We also recognise that people can be disadvantaged by their social and economic circumstances, and we work to eliminate discrimination and disadvantage caused by social class. We appreciate applicants from all backgrounds.

How do I apply?

Please send the following three documents to hr@womenspioneer.co.uk

- An up-to-date CV which shows your full career history, we recommend that this is no longer than two pages;
- A supporting statement marked "Resident Engagement and Resolution Officer" explaining why you are interested in this role and detailing how you fulfil the person specification. This is a key document supporting your application, we recommend that it is comprehensive but no longer than two pages including examples which expands on your CV.
- A completed Diversity Monitoring form.

Applications must be received by **12 noon Tuesday 30 April 2024** with the subject heading "Resident Engagement and Resolution Officer"

WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



<https://womenspioneer.co.uk/>

