Role Profile

Post Title:	**Tenant Participation & Engagement Manager**
Grade:	**12**
Date Created:	**17th September 2026**

ROLE DEFINITION

To support strategic leadership for tenant participation, customer engagement, communications, and complaints management, ensuring statutory compliance, high standards of customer service, and continuous service improvement. Ensure tenants and customers have opportunities to shape service delivery, are meaningfully involved, and well-informed. Lead on the development and implementation of the Customer Participation Strategy, and overall management of the Tenant Participation & Engagement Team.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Manage/deliver the Service in accordance with the Council's corporate policies and procedures and relevant strategy provision.
- Manage/deliver the service outcomes, in the most efficient and effective way, that delivers the Council's Strategic Priorities within the Council Plan and contributes to the production of Directorate Plans.
- Manage and monitor Capital and Revenue budgets as assigned and contribute to budget development.
- Lead, or contribute to, the preparation of cross-service business development plans, as required.
- Ensure the effective management and leadership of employees, where appropriate.
- Prepare and co-ordinate reports for the Council, its Committees or working parties and to attend these meetings as required.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Lead, manage and develop the work of the Tenant Participation & Engagement Team, assisting in the development and delivery of effective customer participation through service design.
- Contribute to strategic planning through the development of the Customer Participation Strategy and contribution as appropriate to other Housing Strategies and Directorate and Service Plans.
- Work in partnership with other services, agencies, voluntary organisations and tenants and residents including Registered Tenant Organisations, Tenant and Resident Associations, hard to reach groups, statutory bodies and other Council services in relation to the planning, operational management and delivery of services and initiatives.
- Ensure Tenant Participation services are delivered to agreed standards which meet the needs of service users and that staff are fully trained, developed and supported to provide these services.
- Ensure performance management and monitoring mechanisms are in place to maximise efficiency and effectiveness in service delivery and produce and analyse reports to assess and evaluate the performance of the Tenant Participation & Engagement Team.
- Develop and deliver training sessions to employees, North Ayrshire Network, North Ayrshire Inspection Panel (i.e. tenant-led scrutiny), service improvement groups, tenants and residents and other customers in relation to customer involvement, and tenant satisfaction.
- Project manage the development and delivery of the Tenants' Chat newsletter, use of social media, estate-based projects, tenant inspections, external accreditation for customer involvement and any consultation exercises to be carried out within Housing Services.
- Produce written briefings, reports and statistical information for submission to management.
- Oversee/Manage complaints handling, Freedom of Information (FOI) requests, Subject Access Requests, Elected Member responses, etc. within Housing Services, ensuring they are responded to fairly, consistently, and within timescales.
- Monitor complaint trends, outcomes, and learning, ensuring lessons learned lead to service improvements.
- Supervision and co-ordination of a team, involved in the application and implementation of HR practices.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Degree in a relevant discipline or equivalent OR equivalent experience	• Post Graduate Diploma in Housing Studies or equivalent	• Application Form • Interview
Experience	• Managing of employees • Working in a customer-focused and involved service • Strategy or policy development and implementation • Microsoft IT systems	• Resource and budget management • Customer involvement / tenant participation • Analysing statistical and other information to produce reports • Responding to complaints, Elected Members and/or FOI requests.	• Application Form • References • Interview
Specialist Knowledge	• Legislation, national policy, good practice and current initiatives in customer involvement / tenant participation	• Processes for accreditation in customer involvement / tenant participation	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills • Interpersonal skills and the ability to communicate at all levels	•	• Application Form • References • Interview

	• Analytical, decision making and organisational skills • Ability to work on own initiative and as part of a team		
Other	• Ability to work flexibly	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind