ENGAGEMENT OFFICER

# Job description and person specification

**Accountable to:** Programme Director

**Location:** Colwyn Bay based + hybrid   
*We have offices in Colwyn Bay & Cardiff and operate a hybrid working policy that enables people to work from an office and from home in Wales. You will be regularly required to attend the Colwyn Bay office and/or other locations as part of your employment.*

**Contract type:** Permanent

**Hours:** 21 hours per week

*Notes:*

* *Hours of work during the week to be agreed but should generally be within working hours of 8am-6pm.*
* *The role requires flexibility in hours and occasional overnight stays*

**Salary:** £21,420 for 21hours per week.   
(For reference, the full-time equivalent would be £35,700)

**Benefits inc:** 5% employer pension contribution, generous holiday allowance, group life cover, ethical culture

The post holder will report to the Programme Director; but as we are a team of 8, we work as a close team without too much focus on rigid structures and hierarchy. We want you to feel confident to make decisions in areas of your responsibility and to contribute to the direction and success of TPAS Cymru and its members.

# About TPAS Cymru

TPAS Cymru has supported social housing tenants and landlords across all of Wales for over 35 years and has a strong track record in developing effective tenant engagement through training, practical projects and policy development. We have an extensive knowledge of social housing with a focus on issues from the tenant perspective and for tenants’ benefit. We are also increasingly working to enable tenant voice in the private rented sector.

Locally we develop best practice at landlord, tenant group and project level through practical advice, support, training and consultancy. At Government level, we contribute to policy change by influencing and channelling the lived experience and needs of tenants.

Find out more at [www.tpas.cymru](http://www.tpas.cymru)

# Job purpose

As our Engagement Officer, you will work as part of a dynamic team to lead the delivery of exciting projects, training sessions, online & face to face events, membership support and communications. You will ensure that our work is planned, managed and delivered effectively and professionally.

**The work will be varied and includes the following:**

## Event Planning & delivery

Leading on the development and delivery of online and face-to-face events for TPAS Cymru including:

* Designing and delivering programme and session content.
* Development of new webinars on topical themes
* Leading the facilitation of online focus groups, events and training courses
* Identifying and securing guest speakers and venues
* Promoting and marketing of events including writing promotional material

## Training: Development & dElivery

* Development and delivery of new training, learning & development sessions – including online workshops
* Updating of and delivery of existing training, learning & development sessions
* Develop related marketing materials to promote our training, learning & development offer
* Leading on the promotion of training sessions

Member & Sector ReLationship Management & Support

* To develop and foster positive relations with our member organisation across Wales so they are fully aware of the value if TPAS Cymru membership
* As part of a team, maintain membership contact database
* To respond to member organisations, request for information, advice and support
* To respond to tenants' request for information, advice and support including in setting up and strengthening tenant led engagement opportunities
* To develop and foster positive relations with external organisations and stakeholders including Welsh Government, sponsors, and funders
* Contribute to team objectives with increasing membership and sponsorship

## Project Delivery

* Lead on the planning and delivery of various engagement and consultancy projects – including reviews and assessments of organisations engagement practices
* To identify projects to help tenants and landlords to develop strategies/policies for developing tenant participation
* End-of-project report writing and evaluation
* Undertake research and information gathering with our members and contacts via online surveys, telephone or video calls relating and producing research findings
* Working with staff and partners to coordinate the successful delivery of projects

## Business Development

* Undertake topical research into new developments in the fields of Tenant/ community engagement and housing
* Writing proposals for projects or funding opportunities
* Research and develop new tools, templates and engagement techniques
* To contribute to maintaining a rolling projection of income generation activities and to monitor and manage delivery of income and delivery targets
* To develop and foster positive relations with sponsors, and funders

## Communications & Marketing

* Use social media effectively and proactively to promote current projects and opportunities for our members and the sector
* Writing content, produce articles, contribute to publications.

# KEY SKILLS / Person specification

This role would suit a well organised individual who likes a varied and stimulating role, and who likes to get involved in a variety of different disciplines such as Training development and delivery, Facilitation, Event Management, exploring innovation in engagement practice, and project management.

**Key skills:**

* Ability to communicate fluently in Welsh
* Confident in developing and delivering public facing events - online and in-person
* Well organised and able to organise others
* Experience of or enthusiasm to develop and deliver training
* Ability to develop and foster positive relations with member and external stakeholder organisations
* Confident with talking to people, on the phone and in online meeting settings
* Ability and enthusiasm to interact effectively and courteously with a wide range of people
* Good digital skills – confident to use digital solutions such as Zoom, MS Teams, and online survey tools
* Confident and proactive in the use of social media platforms to promote work being undertaken and to market new opportunities
* Engaging writing skills reflecting our brand and suitability for diverse audiences
* Good IT literacy skills with Microsoft packages
* Ability to drive and access to a car

**Useful valued extra skills** **or experience**   
*(We would not expect candidates to have all of these, but if you have* ***any*** *do say in your application)*

* Engagement and inclusive engagement techniques
* Experience of writing funding bids and/or securing commercial sponsorship
* Experience of working with minority ethnic and underrepresented communities
* An interest in how technology and AI can support what we do
* Experience of managing a digital channel/developing social media content
* Knowledge of Welsh political infrastructure (eg the Senedd, Welsh Government etc.)