Tenant Participation Officer

Typical purpose and objectives of the post

To assist with the development and provision of Tenant Participation throughout a specific geographical region or estate.

New attitudes and new legislation mean that tenants now have a say in whatever plans or developments are afoot for their area. In order to make this work, a Tenant Liaison or Participation Officer is employed. This is usually someone who helps the tenants focus and develop their ideas and activities, helps improve communications and makes sure they get their say. It means working face-to-face with customers, organising meetings and activities and generally making sure that the tenants and housing providers each know what the other is thinking. It's a way of making sure people have a measure of influence in decisions that deeply affect their lives.

Typical responsibilities of a Tenant Participation Officer

- Helping housing staff and tenants to form tenants' groups
- Advising and liaising with tenants in respect of the administration of grants
- Assisting in the maintenance of records of all tenant associations throughout a particular area or region
- Organising and providing training on issues relating to tenant participation
- Helping tenants' associations to increase community involvement in their activities e.g. surveys, newsletters, meetings; and advising them of the benefits of tenant involvement
- Providing accurate briefing information to Housing Officers and Committees/Councillors of tenants' meetings.

The person doing the job

After completing a string of courses and qualifications, Roger now acts as a Tenant Participation Officer for a large area in the Midlands. He says he enjoys being given a free rein to do his job the best way he can. A dedicated problem-solver, finding out what's wrong and working to fix it gives him a real buzz. He also enjoys having contact with a wide variety of people in his job, from the countless tenants that he works with, to Councillors and housing managers. He says:

"You do get to meet tenants in a mainstream housing management job, but I also get to work with them on a daily basis, which is great. They learn quite a lot from me, but I learn a lot from them also. It can be hard work sometimes, but we have quite a lot of fun, so it makes the hard work bearable."

The qualifications for the job

Many Tenant Participation Officers will have a general background in housing work. Often they will have completed the HNC in Housing.
Job Profile – Tenant Participation Officer

To gain specific knowledge of Tenant Participation policy and practice, they are encouraged to undertake the National Certificate in Housing - Tenant Participation pathway.

If they wish to go on to become a Tenant Participation Manager, they will usually be required to further their housing study by undertaking the Diploma in Housing Studies.

Typical experience and skills required for the job

- Knowledge of Tenant Participation and associated activities
- Knowledge of relevant legislation for Housing and Tenant Participation
- Knowledge of Estate Management Boards and Tenant Management Boards
- Good communication skills, verbal and written, including presentation skills
- Experience of working as part of a team, and on own initiative
- Skills in the provision of training
- Ability to work under pressure and meet deadlines

If you're interested in becoming a Tenant Participation Officer

Education

You could take one of the following CIH Level 3 Certificates in Housing:

- Sustainable Communities
- Tenant Participation

Or study for the CIH Professional Qualification.

For more information about the options available please visit the education section of our website.

Voluntary work

You could gain valuable experience of the housing sector through voluntary work. Visit these websites for further information:

- National Council for Voluntary Organisations
- National Centre for Volunteering
- Forum 3