**Post:** Tenant Participation Coordinator

**Salary:** £38,380.00 (pro rata £26,317.71).

**Contract:**  Permanent

**Hours:** Part time - 24 hours per week

**Location:** Edinburgh, hybrid working

**About Harbour:**

Harbour Homes is Leith and north Edinburgh’s biggest social landlord, providing thousands of affordable homes from Portobello to Granton and everywhere in between. We’ve been contributing to the regeneration of local areas since 1975, and it’s our mission to: ‘make a positive impact on people’s lives in Leith and north Edinburgh by providing affordable homes and services and creating brilliant communities.

**About the role:**

This is a brilliant opportunity to join our Housing Services Team at Harbour.

The primary purpose of this role is to collaborate with and support tenants and colleagues across the relevant Group subsidiaries to facilitate the involvement of tenants in shaping and improving the services they receive as tenants.

The role holder will be accountable for:

* Encouraging and supporting our Registered Social Landlord tenants to participate in, influence (individually or collectively) and scrutinise decisions taken by the Association which affect them
* Engaging with relevant management and staff to coordinate tenant participation, engagement and information gathering activities
* Raising awareness of the importance and impact of tenant participation among staff to support a culture of proactively seeking out, listening to and acting on tenants’ views and experiences to improve the Association’s services
* Identifying and implementing approaches which ensure that the Association meets and exceeds regulatory requirements for tenant participation
* Encouraging our Mid-Market Rent tenants and other customers to get involved at an appropriate level

The role holder will be expected to contribute to effective team working and provide high quality customer service

**About you:**

You must:

* Have experience of working in a role where engagement with customers to obtain business intelligence has been a key element of the role
* Have experience of building effective collaborative working relationships with customers and colleagues
* Have experience of engaging with hard-to-reach groups.
* Be Educated to a Scottish Credit and Qualifications Framework level 8 (HND level or equivalent) in a relevant subject or progressing towards full membership of a relevant recognised professional body

**Disclosure:**

A basic disclosure check is required. This role is covered by the Rehabilitation of Offenders Act 1974.

**How to apply:**

If you would like to be considered for this opportunity, please submit an online application via our [recruitment portal](https://ce0476li.webitrent.com/ce0476li_webrecruitment/wrd/run/ETREC107GF.open?VACANCY_ID=01008139Bf&WVID=9166972NcD).

Please refer to our applicant guidance which you will find here - [Careers - Harbour Homes : Harbour Homes](https://harbour.scot/homes/careers/)

You will find more information about this role and working for Harbour Homes in the job description and summary of the main Harbour Homes Rewards and Benefits.

**Closing date for applications: Sunday 26th January 2025**

**Interviews will be week commencing 10th February 2025**

We have an Investors in Diversity Silver award and as an accredited Disability Confident employer, we will offer an interview to disabled candidates who meet the minimum criteria for the role.

*Scottish Charity No. SC027945*

*Please note we do not accept agency referrals.*