

Engagement and Events Support

Job Description

Pod: Resident & Community Engagement

Stem: Resident & Community Engagement

Reports to: Head of Tenant and Community Engagement

Direct reports: None



Red Kite's Expectations

At Red Kite, we are committed to fostering high-quality, meaningful tenant engagement across all areas of our organisation. We believe that every tenant should have a voice, and we strive to create inclusive and accessible pathways that allow individuals to get involved at a level that suits them - from light-touch opportunities to strategic influence through our Resident Representative Team and Board.

We expect our team members to uphold the Regulator of Social Housing's Consumer Standards by supporting effective engagement methods that strengthen the tenant voice. This means being proactive in the community, visible and approachable, and always focused on recruiting more tenants into our volunteer structure and shareholding membership.

Communication is key to our success. We take a proactive approach to showcasing the impact of tenant engagement, ensuring that both directly involved tenants and the wider community understand how their voices shape our decisions. We value transparency, collaboration, and a genuine commitment to tenant-led principles, and we expect our team to embody these values in everything they do.

Key Responsibilities

- Coordinate and facilitate tenant engagement activities, including:
 - Supporting tenant panels with administration and note-taking.
 - Organising outreach efforts within communities.
 - Arranging all aspects of Resident Representative Team meetings (room bookings, links, minutes, catering, transport).
 - Booking and managing training sessions for volunteers and tenants.
- Maintain and update website sections showcasing tenant engagement and its impact.
- Capture and input data to track progress against annual action plan targets.
- Support delivery of events and engagement activities, including multi-agency and training events.
- Provide general administrative support:
 - Arrange taxis, write content for newsletters and the website, take minutes.
 - Create documents (letters, mail merges, spreadsheets), input data into TP Tracker, and manage membership databases.
- Assist with key events such as the annual community morning, volunteer thank-you event, and tenant coffee mornings.

Our essentials

- Proactive, organised, and reliable with the ability to manage multiple workstreams.
- Professional yet friendly team player.
- Strong customer service foundation from working with people.
- Able to work flexibly, including outside core hours.
- Highly organised and confident in delivering administrative tasks.
- Able to prioritise workload and meet deadlines under pressure.
- Committed to tenant-led principles and Red Kite's values.
- Flexible and open to change.
- Embrace and live our values of Partnership, Respect and Pride

Added extras

- Experience and/or knowledge of Social Housing and tenant engagement is desirable.
- Previous experience supporting a busy team with multiple projects.
- Willingness and ability to travel across Red Kite's operating area.
- Capable of transporting and collecting items for engagement activities (e.g., food, equipment).

Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Have experience in customer-facing roles or community engagement.
- Be able to work effectively with diverse groups: residents, leaseholders, volunteers, and colleagues.
- Have strong administrative skills including:
 - Minute-taking, mail merges, spreadsheet creation, and database management.
- Be a confident communicator with an engaging and approachable manner.
- Be comfortable using digital tools for meetings, training coordination, and data input.