

Tenant Engagement Manager

Job Description

Pod: Resident & Community Engagement

Stem: Resident & Community Engagement

Reports to: Head of Tenant & Community Engagement

Direct reports: Tenant Engagement Specialist



Red Kite's Expectations

At Red Kite, we take immense pride in our tenant-led approach and our unwavering commitment to embedding the tenant voice into every aspect of our work. This role plays a pivotal part in managing and delivering our formal engagement structure, including tenant scrutiny reviews, and in strengthening a tenant voice pathway that is both inclusive and accessible. Building on our tenant-led roots, we aim to ensure meaningful engagement across the organisation, empowering tenants to influence decisions and shape services. We expect our team members to champion this ethos, uphold our values, and contribute to a culture where tenant perspectives are not only heard but actively drive our strategic direction.

Key Responsibilities

- Line manage the Tenant Engagement Specialist.
- Oversee the Tenant Voice Pathway, including core groups and structured engagement opportunities.
- Maintain awareness of the Transparency, Influence and Accountability Standard and support responses to the Social Housing (Regulation) Act 2023.
- Guide staff in working effectively with tenant volunteers and embedding the Tenant Engagement Strategy.
- Deliver engagement events, consultations, and outreach to resident associations and sheltered schemes.
- Manage and monitor tenant voice impact data, performing quality checks and centralising information for internal and external sharing.
- Ensure engagement processes and policies reflect team activity.
- Manage KPI processes and link engagement activity to measurable outcomes, including TSMs.
- Collaborate with Marketing and Communications to communicate engagement impact and support the annual report.
- Champion and implement the Tenant Engagement Strategy and 'Valuing tenant voices' objectives.
- Monitor and take ownership of progress against annual action plan targets.
- Advise colleagues on best practice in engagement, informed by legislation and regulation.
- Enhance volunteer activity and strengthen links with feedback, insight, and frontline teams.
- Lead on evidencing and sharing engagement impact through reporting and events.
- Support the Head of Tenant & Community Engagement in meeting regulatory standards and identifying strategic workstreams.
- Manage the team to align with sector expectations and drive positive change.
- Lead tenant-led scrutiny reviews and support verification activities.

Our essentials

- Collaborative and confident, with strong interpersonal skills.
- Effective influencer who can engage staff, tenants, and stakeholders.
- Ready to lead a committed and ambitious team.
- Highly organised and approachable, able to challenge constructively and supportively.
- Champion of inclusivity and diversity in engagement activities.
- Flexible and able to support engagement outside core hours.
- Confident managing multiple workflows and delivering measurable outcomes.
- Committed to Red Kite's tenant-led principles and values.
- Independent, with strong problem-solving abilities.
- Strong communicator, adaptable to different audiences.
- Data-driven and outcome-focused, able to connect insights from various sources.
- Enthusiastic about new opportunities and change.
- Willing and able to travel across our operating area, supporting events and transporting items.
- Embrace and live our values of Partnership, Respect and Pride

Added extras

- Experience in the Social Housing Sector or similar environment.
- Experience in line management.
- Willingness to support the transportation and collection of 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:

- Essential experience in tenant engagement and knowledge of regulatory expectations.
- Desirable experience in the Social Housing Sector and line management.
- Strong understanding of engagement legislation and best practice.
- Proven ability to manage teams and drive strategic outcomes.
- Skilled in data collection, analysis, and impact reporting.
- Confident in leading scrutiny reviews and verification processes.
- Comfortable working with diverse groups and building strong relationships across teams.