

Tenant Communication & Support Group



Role Profile

<p>What you will do</p>	<p>You will meet with other members of the Group to oversee, monitor, and influence communication methods between Saffron and tenants.</p> <p>You will also facilitate tenant to tenant support and communication.</p>
<p>Responsible to</p>	<p>Service Quality Committee</p>
<p>Where and when you will do it</p>	<p>We will need your time for eight meetings per year four in person and four virtual. You will be supported to contribute to discussions and express your views clearly.</p> <p>We will also need a time commitment of 1-3 hours per week – this will include time for reading, responding to emails or any training and you can do it from the comfort of your own home.</p> <p>You will also be responsible for organising support for tenants that might be experiencing issues that they need help with, this could include phone calls, emails and meetings.</p>
<p>What you will get</p>	<p>We will help you decide what training and support you might need to carry out the role, plus offer you the opportunity to take advantage of:</p> <ul style="list-style-type: none"> • A one-to-one coaching course tailored to you. • A laptop and IT training if required. • Paid expenses such as mileage and childcare/dependents care. • Gaining skills and experience.
<p>More about the role</p>	<p>You will meet with other members of the Group, and Saffron staff, to review survey results such as customer satisfaction surveys, letters and other correspondence and complaints and compliments, to influence and improve tenant satisfaction and communications.</p>

More about the role	<p>Your role also includes:</p> <ul style="list-style-type: none">• Looking at and influencing how easy and accessible tenants and residents find communicating with Saffron and making recommendations for improvement.• Supporting all tenants and residents in having a voice that will shape and influence the services they receive.• Assisting tenants by liaising with Saffron to address issues raised by the tenant/s.• Helping recruit tenant nominated places on Saffron's Board.
More about you You will	<ul style="list-style-type: none">• Want to improve our services and make a positive difference to the lives of tenants and communities generally, and to individual tenants specifically.• Bring your own experience as a tenant.• Be an empathetic person who can understand someone else's position and has a desire to help people.• Enjoy reading and commenting on articles and other forms of communication.• Be enthusiastic in meetings and contribute sensibly and constructively.• Have a basic level of IT skills (reading documents online, reading and responding to emails, commenting on reports).• Have a reasonable understanding of social media (Facebook, Twitter etc).