

Building homes,
independence
and aspirations



Job Profile

Job Title	Engagement and Community Partner		
Job Reference No.	HOMEJD1224	Date of issue:	March 2026

The job in a nutshell...

You partner with regional leaders to make sure customer voice shapes decisions, improvements and community priorities. You build strong relationships in local areas and use insight from a wide range of customers to create practical, well-paced engagement plans that support better services across the region.

You work within neighbourhoods, communities and regional teams, using a mix of in-person and digital activity so customers can take part in ways that work for them. You bring together engagement, insight and community partnerships to build a clear picture of customer experience and turn this into evidence-based recommendations that drive change.

Your work strengthens customer governance and supports clear, transparent decisions at local, regional and national levels. You provide credible influence by sharing insight in simple, meaningful ways that help senior leaders make confident, informed choices. By spotting themes early and representing the views of both engaged and non-engaged customers, you support improvements that build trust, improve services and reflect what matters most to customers.

What success will look like...

Regional engagement plans run smoothly because they are shaped by insight, local priorities and strong relationships. Senior leaders trust these plans because they can see how engagement links directly to key challenges, service pressures and wider organisational goals. Activity is well paced, purposeful and focused on the right things.

There is a high level of confidence around Customer governance because our customers views are consistently represented, considered and presented in a simple but structured way. Regional Oversight Groups run well and there is a clear golden thread that links local engagement to regional and Board level decisions.

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Decisions across the region reflect the full customer voice because insights from both engaged and non-engaged customers are used. Themes are spotted early and actions are agreed quickly. Reports are clear and evidence based, helping leaders understand what customers are telling us and what should happen next. Repeat issues reduce as policies, processes or services are improved.

Digital engagement continues to grow because activity is planned, accessible and easy to take part in. Campaigns reach people who may not engage face to face. More customers share their views because barriers of time, distance or confidence are reduced.

Co-creation feels natural in the region because sessions are well designed and have clear purpose. Customers and colleagues work together on important issues, and the work leads to practical changes in policies, processes or services. Scrutiny panels focus on the right topics, and their recommendations are followed through using a 'you said, we did' format that customers trust.

Community partnerships feel active and useful because you build strong links with local organisations. Customers benefit from wider support and opportunities. Engagement blends well with community development and helps build long term trust in local areas, enhancing Home Group's reputation within the region.

Senior leaders feel supported because you work as a trusted partner who brings insight, local knowledge and a strong understanding of the organisation into every conversation. Plans and priorities shift in the right direction because you offer credible influence and appropriate challenge when needed. Cross functional teams rely on you to bring customer voice into change and improvement work, helping them make decisions that balance customer need, risk and operational reality.

The number and diversity of involved customers improves significantly because you remove barriers and support people to take part in ways that work for them. Training needs are spotted early and coordinated well. There is a clear pipeline of customers ready to move into different involvement or governance roles, helping Regional Oversight Groups and the national Customer Committee stay representative.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We get where our customers are in their lives</p> <ul style="list-style-type: none"> • Understand how your role makes a difference to our customers • Advocate for our customers regardless of who they are and amplify their voice. • Recognise each customer is different and adopt a flexible, personal approach • Make yourself available to customers across your region to build trust. 	<p>Customer engagement and involvement</p> <ul style="list-style-type: none"> • Track record of designing inclusive and innovative sessions that reach varied and underrepresented groups • Proven ability to turn customer insight into clear themes, lessons and actions • Confident providing clear assurance to leaders by explaining what customers are telling us and what this means for services.

<p>We are intuitively collaborative</p> <ul style="list-style-type: none"> • Be brave, communicate and collaborate with people beyond your usual team • Work with others as part of one Home Group Team • Work together to understand our strengths and compliment each other in achieving our goals • Take accountability for your region while supporting national level activities as part of the team 	<p>Senior partnering</p> <ul style="list-style-type: none"> • Experience partnering with business leaders or senior managers to shape plans and priorities with tangible results • Strong ability to influence decisions in complex or high pressure situations • Experience working across functions to balance customer need, risk, cost and regulatory duties • Demonstratable experience guiding strategic conversations-
<p>We are great influencers</p> <ul style="list-style-type: none"> • Be a real self-starter who remains positive and energised • Understand our strategy, policies, operations and customers and be able to articulate the benefits of change • Build rapport and develop highly effective relationships both internally and externally 	<p>Insight and analysis</p> <ul style="list-style-type: none"> • Strong data literacy, a proven ability to interpret qualitative and quantitative customer insight • Experience using insight to spot themes and turn findings into clear actions • Ability to consistently produce senior level reports that explain complex information in a simple and practical way.
<p>Community partnerships</p> <ul style="list-style-type: none"> • Experience building and sustaining local community partnerships and networks • Ability to work with external organisations to deliver local opportunities, support and measure social value • Experience representing customer interests in local or sector wide activity 	<p>Governance and scrutiny</p> <ul style="list-style-type: none"> • Experience leading scrutiny groups, panels and being a representative in formal governance forums • Knowledge of working in housing or another regulated sector, including expectations on translating customer voice into measurable influence • Confident guiding scrutiny work so it informs policies, services and wider regional plans.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

- Experience using digital engagement platforms, online communities or survey tools
- Working with marketing or communications teams on targeted campaigns
- Familiarity with human centred design or service design methods
- Experience supporting customers to move into formal involvement or governance roles

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We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff..

Budget Holder	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>		
Manages People	No <input checked="" type="checkbox"/>	??		
Travel	Occasional <input type="checkbox"/>	Regular <input type="checkbox"/>	Frequent <input checked="" type="checkbox"/>	Driving essential <input type="checkbox"/>
DBS	None <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced with barring <input checked="" type="checkbox"/>



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