

Knowing our Residents Manager

Recruitment pack



Join us at Cornwall Housing

We're an organisation that is changing the way we deliver our services. Why? It's simple, because our residents are telling us they want us to improve our services and we've been listening.

We're looking for a Knowing our Residents Manager, the person responsible for the delivery of resident engagement services and who will help us to better shape our services by understanding who lives behind our front doors.

Can you...

Be the driving force we need?

You'll need to have your ear to the ground and understand the role everyone plays at CHL when it comes to knowing our residents and delivering strong, empowering and worthy resident engagement. This is more than just coffee mornings; it's about doing what's right and what's required of us – complying with the Transparency and Influence Consumer Standard and leading projects and others in the business to change the way we capture data about our residents.

Make our insights count?

Our Resident Engagement Strategy is CHL's blueprint to ensure we are truly listening to what our customers are saying, from the information we can capture from the simplest of enquiries through to the partnership working with our most invested residents. We want someone to champion how this insight can be best used to shape our services, based on customer intelligence and insight.

Lead and evolve our services

This role matters because our residents do and we care about doing the right thing. We need a natural leader to evolve our services and develop not just your direct team, but the organisation. You'll instil a sense of vision, purpose and ambition. You will ensure the voice for our residents is heard, and that the business understands their needs by knowing who they are and promoting evidence-based decision-making at every opportunity.

Think differently?

We're changing and we need someone who thinks differently, someone who can not only bring their experience and proven track record and skillset but someone who is ready to drive customer insight, change how team things and do what's right for our residents, growing engagement and understanding our communities.

If you're ready to become connected to our residents and communities and can work collaboratively with others, then come and be part of our change. It's time to apply for our Knowing our Residents Manager role.

Hayley Austin,
Executive Director (Housing Operations)

About us

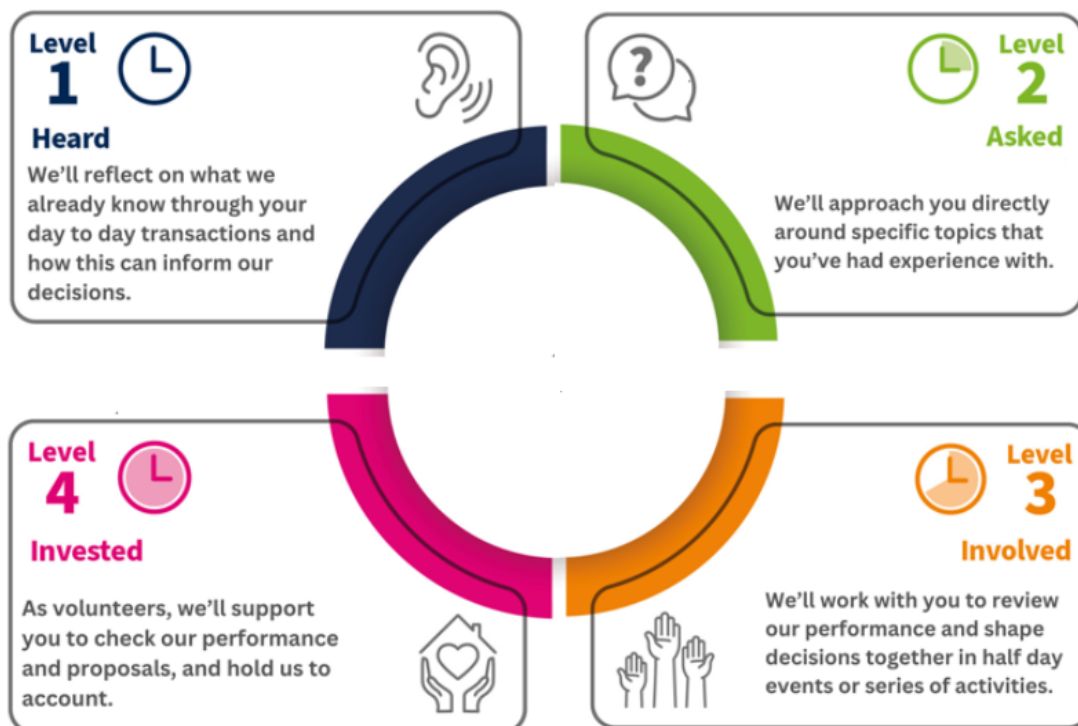
On behalf of Cornwall Council, we manage and maintain approximately 10,200 Council homes, as well as approximately 400 leasehold homes on behalf of the Council and manage garages, shops and land in neighbourhoods with Council housing. Additionally, we have 56 homes that we built for social rent in Cornwall. As a company we are owned by the Council. Any profits are re-invested into the Housing Revenue Account and used to improve social housing locally.



Resident involvement at Cornwall Housing

At Cornwall Housing, we understand that experience brings knowledge and that our customers thoughts and ideas are a real key factor in ensuring they receive a service they deserve and making our organisation a success.

We have created 5 commitments as part of our new Resident Engagement Strategy and different levels of involvement where residents can make a real impact.



[Find out more about our commitments to resident involvement.](#)

2025/26 Priorities

Our Homes



1. To complete all actions committed to within the lifting of the Regulatory Notice (EICR 5 years, FRA remedials, Stock Condition Information) and ensuring continued delivery of all Quality & Safety Standard requirements.
2. To have a clear operational and financial plan to improve the condition of the stock over the next 10 years, reflected in the HRA business plan
3. To effectively mobilise the new R&M and M&E contracts, leading to improved capacity, resilience and performance across all elements of maintenance work and start the work to bring forward permanent partnership arrangements

Our Residents



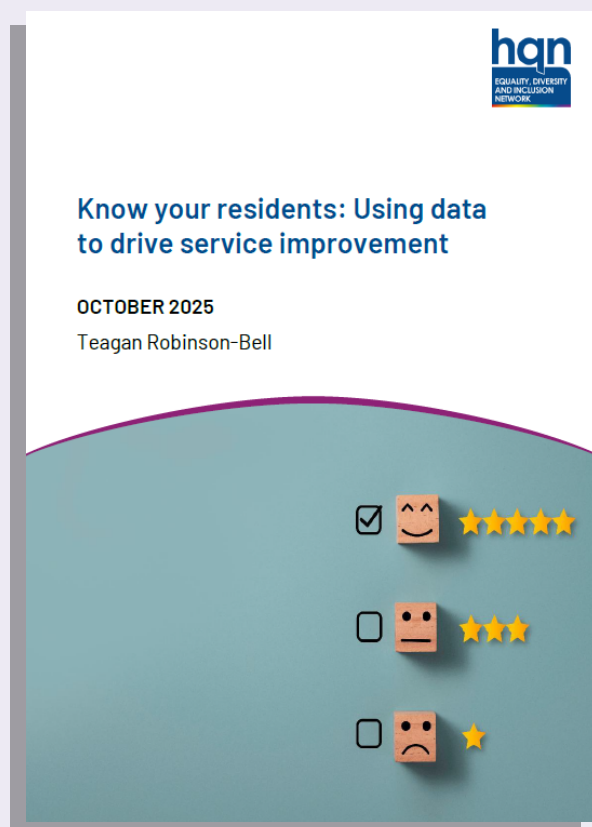
4. To continue to roll out the new resident engagement approach, drawing “insights” from each Level and across all areas of the business to demonstrably show service change via resident input, ensuring that CHL continues to grow the number and value of insights gained and used
5. To develop and agree a set of Customer Standards with local residents appropriate to delivery within Cornwall and begin the work to better “Know Our Residents”, identifying gaps and working to develop solutions
6. To roll out new ways of working across both general needs and housing for older people, developing individual approaches for residents who need more interventions to sustain their tenancy, and increasing our visibility and presence across communities, providing local solutions in line with local expectations
7. To better understand the need we are working to meet and how CHL can support a pathway to housing and bring forward options for building resident capacity to respond to financial and other challenges

Our Organisation



8. To deliver a measurable change in organisational culture, expressed via employee wellbeing, behaviours, working practices and a consistent and fair reward offer for all employees.
9. To deliver the next stage of the Digital Change Roadmap, improving core systems and integrating them with those of new partners. To develop CHL’s document and record management approaches leading to improved key data and work flows, ensuring enhanced communication with residents and data integrity across CHL systems
10. To develop the target financial operating model and use this to shape decisions around investment and disinvestment as well as shaping wider strategic discussions
11. To ensure that the organisation is well prepared for the new RSH inspection regime and that staff, contractors, council colleagues and the CHL Board are aware of what may be expected of them.

Why knowing our residents matters



The RSH introduced stronger consumer standards in 2024 which strengthens the focus on resident voice, equality and safety.

This shift means we must ensure we truly understand who our residents are and...

Move from the 'tick box exercise' – we really need to know and evidence who are residents are.

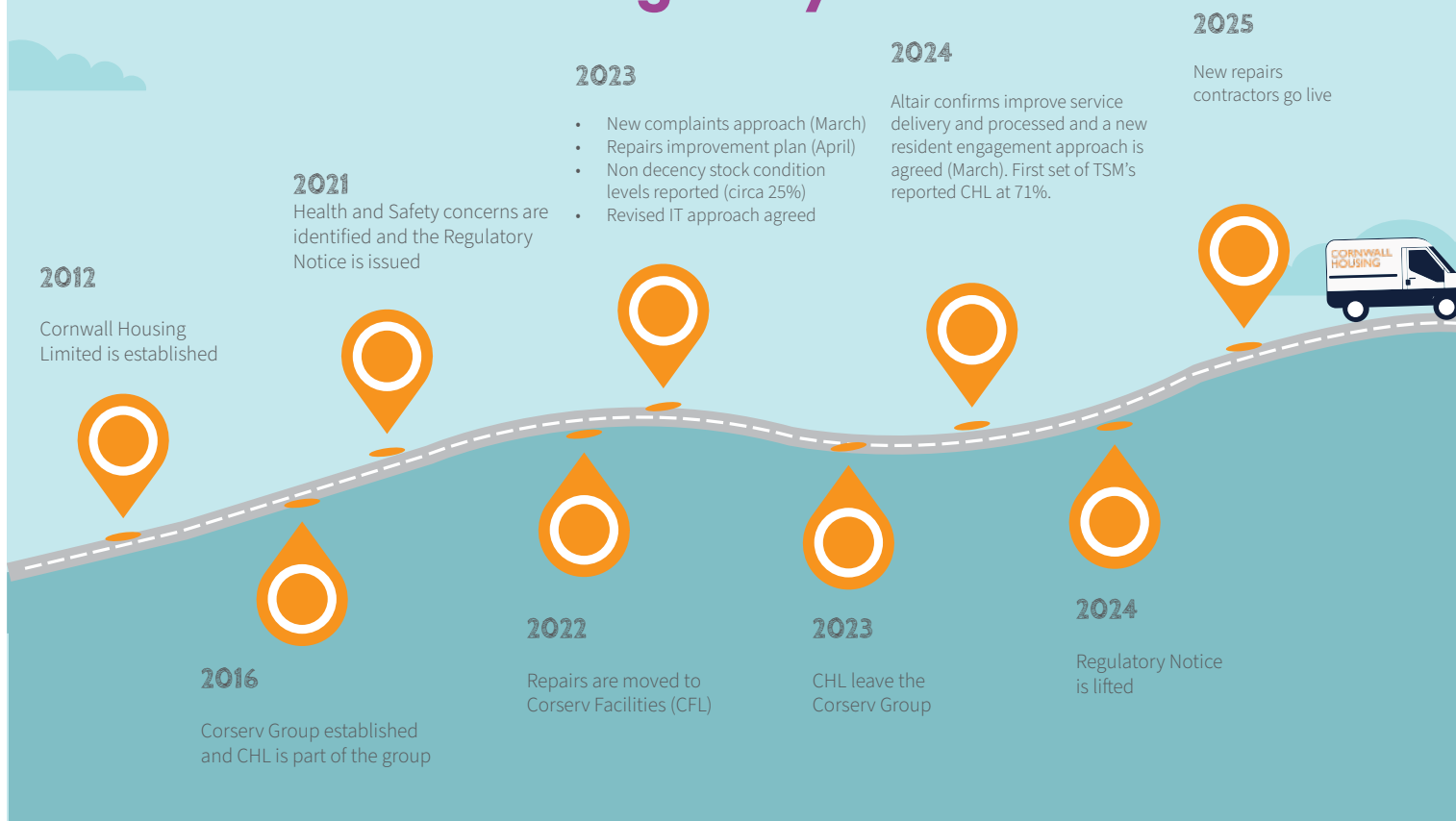
Meet diverse needs – it's fundamental to delivering equitable, quality services.

Use data to adapt services – collecting the data is only the first step, we must use that insight to shape business intelligence and our services.

Get buy in – knowing our residents isn't just one person's responsibility, it requires buy-in across all levels of CHL.

Build trust – residents are at the heart of this process, we must be clear and transparent as to what 'knowing them' means and how this affects what we do and deliver.

The Cornwall Housing story



Role Profile

Role Title	Knowing Our Residents Manager
Team	Housing Operations
Report to (role title)	Customer Experience Manager
Version	1.0
Job Code	500061
Job Category	Office/Hybrid - External
<p>If you would like this information in another format, please contact: Email: info@cornwallhousing.org.uk, Telephone: 0300 1234 161 By letter, to: Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin PL31 2FR</p>	

Financial	Direct financial accountability: c. £250k
People Management	Number of direct reports: 1 Number of indirect report: 2
Working Conditions	<input checked="" type="checkbox"/> No unusual hazards (less than 20% of the time) <input type="checkbox"/> Minimum precautions required (more than 20% of the time) <input type="checkbox"/> Some precautions required (more than 50% of the time) <input type="checkbox"/> Precautions required (more than 75% of the time)
Physical Activity	<input checked="" type="checkbox"/> Minimal <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy
Work Demands (tick all that apply)	<input checked="" type="checkbox"/> Work to deadlines <input checked="" type="checkbox"/> Frequently changing <input checked="" type="checkbox"/> Managing conflicting priorities <input type="checkbox"/> Not normally interrupted or subject to change
Work Context	<input checked="" type="checkbox"/> No/minimal risk to personal safety <input type="checkbox"/> Potential risk to personal safety <input type="checkbox"/> Moderate risk to personal safety <input type="checkbox"/> Substantial risk to personal safety

Role Purpose:

Lead the team responsible for supporting the delivery of resident engagement services and support the Customer Experience Manager to deliver the Resident Engagement Strategy.

Acting as the subject matter expert, develop innovative and effective ways to connect with our residents and understand their views to help shape and influence the services delivered.

To act as a driving force in delivering the work required for Cornwall Housing Limited (CHL) to 'Get to Know' our residents better and to comply with the TIA Consumer Standard. This will involve leading projects and initiatives that will change the way CHL captures and uses data about our residents and puts to work the insights gained from our daily interactions with customers.

To lead on the development of resident-focussed service improvements, driving forward change initiatives across the business based on customer intelligence. To apply the feedback and insight CHL gathers to shape and changed the business, based on a true understanding of who is behind our front doors.

About the role:***Organisational Context:***

- Sits within the Housing Operations Directorate, as part of the Customer Experience Team, with responsibility for managing and delivering services that support our Resident Engagement Strategy and to support the business in shaping its services based on knowing who its residents are.
- Responsibility for ensuring the wider CHL company understands and proactively participates in engaging residents to shape their services.
- Work with the Customer Experience Manager and wider WLT to deliver our approach on customer service standards
- Work flexibly to provide leadership across the Customer Experience teams as required, with direct staff management responsibility for the Engagement Team.
- Be a major contributor to the success of CHL by ensuring the efficient delivery of quality, cost-effective, excellent customer services.
- To contribute to the achievement of the organisation's overall objectives by aligning services to its vision and priorities, working with colleagues across CHL to effectively and efficiently deliver corporate programmes, projects, policies and initiatives.

Resident Engagement:

- Developing and leading on the operational delivery of the Resident Engagement Strategy 2024-27.
- Lead on the continuous improvement of the resident involvement model ensuring that a fit for purpose structure is in place to allow tenants to be involved in decisions, in a way that suits them, about the things that matter most to them.
- Ensuring CHL services work with local communities and tenant groups to support and involve them in the improvement of their homes and estates.
- Oversee the collection and submission of the Tenant Satisfaction Measures satisfaction survey results and to support CHL services to take effective learning from these to drive service improvements.

- Where appropriate involving and training customers as volunteers to support good governance and business improvement.
- To ensure compliance with, and best practice against, relevant legislation, regulation, government and corporate policies to secure organisational performance improvement and increase customer satisfaction.
- To participate in the budget setting process for the service and to monitor the budget ensuring value for money .
- Assist in the development of new ways of using technology to more effectively reach tenants and customers.

Knowing Our Residents:

- To lead the work required to 'get to know' our residents to help ensure compliance with the Regulator of Social Housing's Transparency, Influence and Accountability (TIA) standard.
- To project manage change initiatives that will support the organisation in knowing our residents, working across teams and departments to bring about real, lasting organisation-wide results.
- To develop and improve ways of capturing data about our residents and other customers.
- To develop and improve ways of using data to influence decision-making and service design.
- To make recommendations to the business using customer data, insights and feedback.
- To act as a voice for our residents, ensuring the business understands their needs through the presentation of data and insights, promoting evidence-based decision-making at every opportunity.
- Working in partnership with colleagues, external and partner agencies to identify and deliver service improvements, manage individual projects and support new ways of working.
- Contribute to the development of learning from complaints systems and using customer feedback as business intelligence.

Leadership & Management Context:

- Provide operational management and leadership to the Engagement Team evolving the service delivery model to ensure meaningful engagement that produces service insight and intelligence.
- Lead, develop and instil in staff a sense of vision, purpose and ambition as part of a high-performance culture, personally demonstrating the values of Cornwall Housing Limited (CHL).
- Lead, motivate and coordinate the team to ensure they perform successfully, both individually and collectively to achieve service objectives.
- Develop and monitor assigned budgets ensuring expenditure is soundly managed in line with required company financial controls.
- To benchmark CHL services with other comparable providers, seeking out best practice.
- Reporting performance to customers and management teams.
- To ensure staff are adequately trained to enable them to perform their duties to the best of their ability and to meet the organisation's required standards.

Health & Safety and Supporting Equality & Diversity:

- Model, promote and lead the delivery of CHLs Equality and Diversity policies
- Lead your team to develop a health and safety culture, monitoring reports to ensure that health and safety risks are identified and dealt with appropriately, that these are reported and if appropriate that actions are taken to reduce risks to staff, residents, contractors or members of the public.

Promote and represent CHL with stakeholders and partners to promote CHL's priorities and championing the business at all times.

The key responsibilities and duties of the role are neither exclusive nor exhaustive. All CHL staff are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Safeguarding

Cornwall Housing is committed to safeguarding and promoting the welfare of vulnerable adults and children. Safe recruitment of staff is central to this commitment, and Cornwall Housing will ensure that its recruitment policies and practices are robust, and that selection procedures provide that level of safeguarding assurance

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
Collaboration You understand and focus on customer satisfaction and work well with colleagues and partners. Honest You take responsibility for your work, your environment and your development. Learning You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.	Application Form and Interview

Qualifications and Experience

CiH level 4, Degree or professional qualification in a relevant discipline or significant demonstrable service-related work experience	Application Form
Knowledge and understanding of legislation from the Regulator of Social Housing in particular the Transparency, Influence and Accountability standard or a willingness to learn	Interview / Application Form
Experience of building effective relationships and enhancing the reputation of the business with stakeholders and partners.	Interview /

	Application Form
Ability to lead, motivate and manage teams to achieve good outcomes for residents.	Interview / Application Form
Demonstrable knowledge and experience of delivering company-wide performance improvements, managing change and achieving project specific aims and objectives.	Interview / Application Form
Ability to clearly communicate complex issues to audience types ranging from laypersons to senior managers and directors.	Interview / Application Form
Ability to act and deal professionally with challenging situations i.e. pressure groups, complainants, representative bodies etc.	Interview
Track record of formulating and delivering training with an ability to be assertive and influence individuals and teams and to discuss contentious issues to successful conclusion.	Application Form
Ability to work on own initiative and make decisions in a diligent, efficient and effective manner to multiple changing or challenging deadlines.	Interview / Application Form

Other requirements	
The duties of the role will be carried out in line with the CHL Flexible Working model – Balance. It is a condition of employment that the role holder can attend the office as required to attend face to face meetings in order to fulfil the obligations of the role.	Application Form
The duties of the role include working out of hours and attending evening meetings. It is a condition of employment that the role holder should attend on such occasions.	Application Form
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
This post is subject to a criminal record Disclosure & Barring Service (DBS) check	Yes – Basic

Approving Manager	
Approving Business Divisional Head	Gayle Owen, Head of People and H&S
Approving Director	Hayley Austin, Executive Director (Housing Operations).
Date	16 December 2025



Timeline

Closing date: Midday on 26 January
Interviews: 27–28 January

How to apply

Visit www.cornwallhousing.org.uk/jobs or for an informal chat about the role contact hayley.austin@cornwallhousing.org.uk

**To find out more about Cornwall Housing visit:
www.cornwallhousing.org.uk**