

Policy and Insight Officer

Recruitment Pack





Dear Applicant,

Thank you for your interest in Tpas. I am delighted that you have requested information about the position of Policy & Insight Officer

Tpas is a unique organisation and one which needs dedicated and talented individuals to help the organisation to even greater success.

Tpas was established in 1988 and since that time it has gained an unrivalled reputation for providing tenants and landlords with high quality services. We bring tenants and landlords together. Because together we know we can find solutions to improve services, save money and bring lasting change to communities.

Operating across England, we are a membership organisation representing over 3 million social homes and we currently have 12 staff.

It is my role to work closely with the Tpas Board to ensure that Tpas grows and develops as a financially sound organisation delivering excellent customer service and with a strong influencing voice at the heart of national decision making.

The landscape in social housing is constantly changing and evolving with new regulation and an increased media spotlight. We are confident that we are well placed to meet those demands building on our successful track record but recognise that we need to continue to anticipate change and provide services to meet our members' needs. There are many challenges ahead for us, as with many organisations, but there are also some great opportunities. I hope you will want to join us to add your passion, commitment and skills to the great team at Tpas.

I look forward to receiving your application.

Yours Sincerely,

Jenny Osbourne
Tpas Chief Executive



Tenants Charter

In the 1970's tenants in Britain were campaigning for legal rights, especially for security of tenure and consultation. Tenants group began to join together. The National Tenants Organisation was formed and the NTO launched its own "Tenants Charter".

In 1980, the Government introduced the Housing Act in England and Wales. The Act did not apply to Scotland and so tenants in Scotland had no statutory legal rights to consultation.

Scotland had a very active Scottish Tenants Organisation and with the help of the Scottish Consumer Council, housing workers, academics, Shelter and other organisations, a plan was put together to try and support and encourage greater tenant involvement.

The first Tenant Participation Advisory Service was set up in Scotland in 1981.

HRH Duke of Edinburgh's Inquiry British Housing

In 1985, an "Inquiry into British Housing" was launched, chaired by HRH the Duke of Edinburgh.

The report emphasised the need to involve tenants in all aspects of housing management, the need to support and encourage the development of tenants associations and to provide resources to help tenants. The Inquiry praised the work of Tpas in Scotland and recommended setting up a similar service for England and Wales on a regional basis.

Launch of Tpas for England and Wales

In November 1985, the National Consumer Council took up the Inquiry's recommendation about support for tenants and the idea of a Tpas (and a Tenants Information Service) and set up a consultative conference for Tenants Organisations from all over Britain to discuss the ideas. A steering group was formed.

In 1988, success was achieved and Tpas was launched as an independent advisory service for both tenants and landlords. The aim was to have a membership organisation run by equal numbers of tenants and landlords representatives, with funding from subscription and consultancies to match the Government funding. Tpas began as one small office in Salford and moved to its current location of the Old Trafford area in 2002.

Tpas today

We are now England's leading tenant engagement experts. We're dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

Tpas is a unique social housing membership organisation representing over 1000 tenant and resident groups and 285 registered providers.

We are regarded as an important stakeholder for the Department of Levelling up, Housing and Communities (DLUHC), Regulator of Social Housing (RSH), Chartered Institute of Housing (CIH) and many more.



Tpas: Who we are

We create the conversations that matter. We bring landlords and tenants together. Because together we can find solutions to improve services, save money and bring lasting change to communities.

Tpas Distinctive Values

Tpas strives to be an ethical organisation. We bring our ethical values to all areas of our business, as an employer, as a service provider, and as a membership body. We are a not-for-profit social enterprise, open to listening, learning and achieving continuous improvement. The following values underpin and define our work:

Integrity

Inclusion

Innovation

Passion

Professionalism

Tenacity

Tpas membership also defines clearly what we are – serving landlord, tenant and other members who in turn provide funding, resources and goodwill well beyond that of a commercial relationship. Our staff contribute professionalism in their work – drawing upon the ethical approach and combining it with a clear ability to interpret that approach in all their work. Tpas seeks to influence through the quality of our ideas and our ability to draw up the experiences of Tpas members. We value diversity and reflect that value in what we do through our work, membership and influencing.

www.tpas.org.uk



Job Description

Job Title:	Policy & Insight Officer
Responsible To:	Head of Business Services
Salary:	£27,000 per annum
Contract:	Permanent
Location:	Home based

Job Role and Purpose

Tpas England are looking for a Policy & Insight Officer to join the team in an exciting period of growth.

This role will be to lead the development of Tpas policy positions and conduct research on tenant engagement and social housing generally.

1. Build relationships with Tpas members – tenants, landlords and commercials - to gather insight to inform blogs, articles, good practice guides etc and to share good practice across the Tpas membership.
2. Analyse and interpret housing sector and Government policy and provide briefings for Tpas staff, associates and members.
3. Support the business to collect and effectively use its internal insight and data.
4. Build and maintain relationships with Government and its agencies and other sector bodies such as Regulator of Social Housing, Housing Ombudsman etc and attend roundtables/events with them as required.
5. Respond to sector consultations after working with Tpas members, Tpas staff and Board, as required, to inform a collective Tpas view.

You will work across the whole organisation, supporting member engagement, communications and our business services.

We are looking for someone who has a passion for policy and research, combined with practical communication skills and an enthusiasm for sharing stories.

1. Main tasks

1. Communicate Tpas policy and practice positions through written outputs (ie reports, blogs, guides, Tpas Ezine etc) and verbally (including presenting at conferences, webinars, social media, etc).
2. Identify examples of good practice from Tpas members and share this using a variety of formats (ie video, written case study, interview etc)
3. Design and undertake member research, including focus groups and surveys, to support business development and membership growth.
4. Work on the creation, with support from other Tpas staff, of a Good Practice Bank that Tpas Staff and members can access easily.



5. Represent Tpas on any relevant national or regional groups where appropriate.
6. Provide internal briefings for Tpas staff and associates on any new policy announcements or developments to ensure staff are kept up to date.
7. Undertake desk research and run consultations with members to support development of policy asks or good practice for Tpas.
8. Help support the design and delivery of research projects working with partner organisations or Tpas members.
9. Maintain an up-to-date awareness and understanding of key housing policy and practice generally and tenant engagement specifically.
10. Supporting consultancy, training and events activity with research and insight expertise.
11. To carry out any other duties that may be reasonably requested in support of Tpas business plan objectives.



Person Specification

EXPERIENCE	
Experience of undertaking policy and/or research work	Essential
Experience of working as part of a successful team	Essential
Experience of working with a range of customers and stakeholders either in person or remotely	Essential
Experience of presenting on public platforms	Desirable
Experience of working in a membership organisation	Desirable
Experience of tenant/community/social housing policies and practices	Desirable

SKILLS	
Good research skills to supply information to wider team on audience/trends/behaviours etc	Essential
Excellent written and oral communication skills: ability to relate to a wide range of people and communicate with a high standard of written English	Essential
A good standard of practical IT skills over a range of applications	Essential
Able to use own initiative to identify good practice to share, solve problems and work independently	Essential
An eye for detail and a commitment to achieving accuracy	Essential
Understands, able to use and create content for social media effectively	Desirable
Able to work flexibly, adapt to change and maintain a positive attitude	Desirable

KNOWLEDGE	
Understanding of the principles of policy development	Essential
Understanding of current social housing policy and practice	Essential
Understanding of tenant engagement policy and practice	Desirable
Committed to promoting Equality, Diversity and Inclusion	Essential

ADDITIONAL	
Prepared to travel around the country and occasionally spend time away from home	Essential
Hold a valid driving license	Desirable
Degree Level Housing Qualification or similar	Desirable



Information for Candidates

1. Salary and Contract

The full time salary for this role from £27,000 per annum.

The pay month is the calendar month. Salaries are paid in arrears by the last working day of the current month. This post is a permanent contract.

2. Hours of Work

The basic full time hours for this post are 35 hours per week. Because of the nature of the role you may occasionally be required to work more than this or work in the evenings. Tpas operates a TOIL system for taking back any extra hours worked.

3. Holidays

The leave year runs from 1st April to the 31st March. In addition to statutory holidays the annual leave entitlement is 25 days annual leave, plus up to 3 discretionary extra days given at Christmas. The annual entitlement increases up to 30 days after five years' service.

4. Pension

Tpas pays contributions on your behalf to the State Pension Scheme and also pays an additional sum worth 8% of your salary as a contribution to an employee's personal pension scheme run by Friends Provident.

5. Death in Service

Tpas operates a Death in Service scheme which pays four times your salary to your dependents in the event of your death whilst working for Tpas.

6. Probation

You will join us on an initial probationary period of four months.

7. Place of Work

As Tpas no longer operates a fixed head office the post will be home based.

The vast majority of Tpas staff, including this posts Line Manager, are based out of the North West/Yorkshire area and as such we think it would be advantageous for the successful applicant to be within an hours commute to Manchester in order to easily facilitate meeting with colleagues approximately 1-2 times per month. Tpas have been home working since the onset of the pandemic. We will keep assessing what our future co working practices might be but at the moment the working assumption is staff to meet together on a monthly basis. Tpas will not return to a fixed office for the foreseeable future so applicants should consider carefully if this is the working environment they can see themselves working within.

8. Expenses

Business mileage is paid at 45p per mile. Tpas does not operate a company car scheme/allowance.

9. IT

You will be provided with a mobile phone, laptop and other equipment as required in order to fulfil your role.



How to apply

1. Completing the Application Form

Before completing the application form, please read the job information carefully. The information you provide about yourself on the application form will be used as the only basis for drawing up an initial shortlist.

2. Personal Details

The information in this section will not be seen by the shortlisting panel. All application forms are coded and the front page with your personal details is removed before short listing takes place.

3. Education

Please complete this section fully ensuring you tell us about any courses you are attending or any qualifications you have obtained.

4. Work Experience and Employment History

Write here the names and addresses of your present and past employers giving the current or most recent first, dates of employment and position(s) held. Please give details of the length of notice you are required to give in your present post and details of your current salary.

5. Supporting Information

The main part of the decision whether or not to interview you will be based on the information you provide in this section. No assumptions will be made about your experience, skills, achievements and reasons for wanting the job. It is important that you tell us if you have the skills, experience and competencies we are looking for and for you to give us evidence that you have them.

It is up to you to decide how to structure your response to this section. You may want to provide details of skills or experience gained outside work that you think will be relevant or assist your application. This may include work undertaken at home, community activities, or work as a volunteer.

6. References

We require two references. One must be your present employer, or if not currently employed, the most recent employer. If you are returning to work after an extended period and have difficulty in providing us with details of your last employer, please let us know. Please also let us know (by ticking the box) if we may obtain references prior to an offer of appointment. References may be requested prior to interview if candidates have no objection. All Tpas jobs are offered subject to satisfactory references.

7. Submitting the Application Form

The deadline for receipt of application forms is **Wednesday 20th April at 12.00pm.**

Please submit your application form via email to jenny.osbourne@tpas.org.uk

Tpas accepts no responsibility for the late arrival of any applications. Your application form will be acknowledged and treated with strictest confidence.



8. Short listing and Selection Process

After the closing date all applications will be considered and assessed against the requirements of the role.

The following timetable will then apply:

ACTIVITY	DATE
Closing date for return of applications	Wednesday 20 th April
Shortlisting by panel	By Monday 25 th April
Interview Date	Wednesday 4 th May, Central Manchester
Anticipated Start Date	As soon possible

Applicants should note the date that has been set for interviews. No alternative date can be offered.

10. Further Information

If you would like an informal and confidential discussion before submitting your application please contact Louise Holt, Head of Business Services on 0161 868 3500 or email Louise.Holt@Tpas.org.uk