

## Bernicia Group Role Profile

**Title:** Customer Engagement & Scrutiny Co-Ordinator

**Reporting to:** Customer Engagement & Scrutiny Lead

**Date:** 8<sup>th</sup> June 2026

## Purpose

To support the delivery of Bernicia's scrutiny and engagement framework. To support the organisation and delivery of tenant engagement activities. To help deliver an engagement plan which satisfies both Bernicia's regulatory obligations and the desires of the tenants.

## Accountabilities

### Operational

- Support the development of opportunities for customer scrutiny and involvement (as identified by the Customer Engagement & Scrutiny Lead) across the business to ensure services continue to address customers' changing needs and priorities
- Support the development of an engagement plan to ensure tenants have the opportunity to provide input and share lived experience.
- Support any tenant recruitment initiatives to increase customer interest and involvement in Bernicia projects
- Support the delivery of face-to-face and online discussion groups, by liaising directly with tenants and establishing a positive relationship
- Help to organise and facilitate community-based engagement events and initiatives as identified by the Customer Engagement and Scrutiny Lead to promote positive resident engagement
- Liaise with internal stakeholders to help 'close the loop' on tenant feedback
- Be responsible for coordinating and scheduling tenant engagement events, prepare supporting documents and keep record keeping up to date
- Have a good understanding of regulatory requirements and the work of TPAS
- Promote a positive relationship between residents and the organisation to enhance overall satisfaction

## Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive, and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

## Essential Skills & Experience

- Strong organisational skills and attention to detail
- Experience of using Microsoft Office (particularly Word, Excel, and Outlook)
- Excellent written and verbal communication skills.
- Ability to engage confidently with a wide range of people both via the telephone and face to face.
- Ability to prioritise tasks.
- A team player.

## Desirable Skills & Experience

- Experience in an administrative or customer-focused role
- Experience working with tenants, communities, or in a social housing environment
- Understanding of customer engagement, consultation, or community involvement

## Values

Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

