

Engagement and Scrutiny assistant

We're delighted to be taking part in the Kickstart Programme. Kickstart is a Government lead programme launched in response to the impact of Covid-19. Kickstart placements offer great work experience and could be the pathway to an exciting new career!

Sovereign are a leading housing association, striving to provide quality, affordable homes in happy, successful places.

The role

The role will help and assist the delivery of all engagement, scrutiny and influence activities to ensure Sovereign residents can influence, are heard, and are listened to on issues that affect their community, home and the services they receive.

A typical day will include

- Help and assist the delivery of effective customer journey by mapping activities across the business.
- Coordinate and support customers and colleagues with team activities and bookings.
- Help and assist residents to build knowledge, confidence and experience when undertaking engagement, scrutiny, and influence customer journey mapping activities.
- Work with and enable the Engagement and Scrutiny Officers to effectively support the Scrutiny Co-Ordination Group's delivery of its 18-month rolling scrutiny programme.

Full training will be given, so don't worry if you've never carried out these tasks before. You'll have support from your line manager and mentor

What we'd like you to bring to the role

- Good attention to detail, taking pride in the work that you do
- Excellent customer service, always putting the customers' needs first
- Engaged and a willingness to learn and do better
- Proactive and happy to help as part of a wider team

What you can expect from us

- A dedicated line manager who will be on hand to guide you through your role, providing training, clarity on what is expected and help you improve where needed
- A mentor to provide additional support, answer any questions and encourage you
- Regular updates and check-ins until you have settled into the role, and as often as required thereafter
- Clear role expectations and process maps for key tasks to support your training

What you'll get in return

- Salaried role
- Paid holiday
- Access to our Rewards System for discounted shopping and many other exciting offers
- Company contribution towards your Pension
- Access to 'Book Boon', a fantastic online library of resources to support your personal development
- myGym and myActive discounts, save money on gym membership, sportswear and much more
- Access to 'Wellbeing hub' to support all aspects of wellbeing in your life
- Employee Assistance Programme (EAP), support available to all employees in counselling, legal and financial information, health and wellbeing and care

Please note, this role may be home based to begin with, but equipment (including a laptop) will be provided and your manager will be in touch regularly.

It's a fantastic time to join us at Sovereign. Having just been awarded a Gold accreditation in Investors for People, we're sure you'll find us a very welcoming and inspiring organisation to work for. Come and be part of our exciting journey ahead.