

Tenant Facilitator

White Rock Neighbourhood Ventures

£19,000 pa pro rata Part time (3 days/week)

Based in Rock House, 49-51 Cambridge Road, Hastings TN34 1DT

Purpose of the role:

1. Tenants: Work with all the tenants in Rock House to facilitate their contributions to the building and the wider neighbourhood
2. Impact: Capture and promote the Rock House impact
3. Place: Make the common areas look good and work well

1. Tenant Facilitation

- Meet systematically and frequently with individual tenants to explore what they can and want to do as their contribution.
- Look for patterns of concerns and aspirations and work with groups of tenants to address these.
- Ensure that contributors feel valued, encourage more contributions, understand tenants' existing knowledge and skills and the gaps they would like to fill.
- Provide support to the tenants representative to the WRNV board.

2. Capturing and Promoting Rock House Impact

- Establish an archive of Rock House materials (photos, film, graphics, etc).
- Liaise with journalists and other media contacts to maximise positive coverage.
- Arrange social events (foyer hang-outs, lunch club, coffee mornings, etc)
- Arrange information-sharing events.
- Work to establish an internal market to encourage mutual trading and work-swapping between tenants.
- Promote the work of RH tenants more widely, including preparing a services catalogue.
- Maintain the Rock House Calendar.
- Host visits to Rock House from funders, media and other interested groups and individuals.

3. Place

Identify interconnections within the building and spaces where people talk

- Work with tenants to enhance common areas.
- Work with the WRNV board and RH tenants to develop new shared resources, supportive enterprises etc.

Person Specification

We are looking for the following skills, experience and aptitude.

- highly organised and reliable
- able to cope with pressure, balancing flexibility with effectiveness
- at least 2 years relevant experience
- resilient, personable, friendly but firm, with strong communication skills
- capable and keen to assist others to achieve shared goals
- passion for the ethos and culture of Rock House