**High Street HAZ Officer**

As a High Street Heritage Action Zone Officer within the Regeneration Service (Growth Employment and Regeneration Division) you will be responsible for developing and delivering projects within South Norwood’s Heritage Action Zone which will revitalise and regenerate the area, celebrating its rich heritage and culture, and creating a place where people and business can thrive.

**Reports to:** Regeneration Manager

**Grade:** 11 (Fixed Term for to March 2024)

**Hours**: 36 per week

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| **Responsibility for:** | * Developing and delivering successful physical and cultural regeneration projects and workstreams in South Norwood; * Engaging the community and promoting South Norwood’s culture and heritage |

**Job Purpose:**

You will take responsibility for all matters relating to the delivery of the High Streets Heritage Action Zone (HSHAZ) in South Norwood. You will work as part of the Regeneration service and report to South Norwood’s Regeneration Manager.

**Key Stakeholder Relationships:**

Internal: Managers and officers across the Council (e.g. Regeneration, planning, spatial planning, culture, assets, finance, highways, community safety and legal) and local ward councillors

External: Historic England and government offices, Greater London Authority, consultants and contractors, Stanley Halls, Brick by Brick, property owners, local businesses, We Love SE25, South Norwood community groups and the general public

**Statutory Responsibilities:**

This role has no assigned statutory responsibilities.

**Political Restrictions:**

N/A

**Delegated Authority:**

N/A

**Other Considerations:**

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.

You may be asked to deputise for the senior officers, as required, on HSHAZ matters.

The post holder may from time to time be required to carry out other duties that are within the general level of responsibility of the post.

**Key Outcomes:**

To support the successful delivery of the High Street Heritage Action Zone (HSHAZ) which aims to ensure that heritage plays a leading role in the wider regeneration programme for South Norwood through the co-ordination of physical works, community engagement and cultural activities:

* Develop and deliver a community engagement plan and cultural programme which will foster a deeper understanding of the history of the area, and ensure local participation in the development and legacy of the programme through monitoring and evaluation.
* Work in partnership with a multi-disciplinary team, including the Business Engagement Officer, to develop and deliver shopfront improvement schemes, building improvement projects and public realm improvement works.
* Support the Regeneration Manager on all aspects of project, financial and quality management, monitoring and regular reporting to relevant bodies, delivering against key milestones and agreed project outputs.

**Key Deliverables:**

* To engage and liaise with local heritage, community groups and the general public to promote awareness of the HSHAZ and involvement in the development and running of the HSHAZ.
* To facilitate and develop opportunities for joint working and collaboration, including developing and delivering relevant heritage and educational events and promoting the involvement of the local community with the Cultural Programme.
* To establish and support a community steering group made up of key local stakeholders to inform the governance of projects, the design and delivery of the Cultural Programme and engage with the community on building conservation work and public realm improvements
* To support the borough’s conservation officer by coordinating engagement on the revised CAAMP and ensuring research into heritage assets informs the delivery programme.
* To promote awareness of the programme with property owners and local businesses within the HAZ boundary area, establishing close working relationships with potential grant applicants.
* To work with building owners, stakeholders, specialist consultants and contractors to bring forward successful grant applications, associated planning applications and projects, ensuring compliance with funding requirements and the HSHAZ  
  programme objectives.
* To undertake regular site visits to monitor and oversee works.
* To attend and report to the South Norwood Programme Steering Group and associated preparation and presentation of formal reports, to the Board, elected members, committees and external stakeholder groups.
* To seek and manage external funding from central government or other funding bodies to maximise impact of the programme.
* To operate within the governance, financial and legal frameworks of the Council at all times.

**Other Accountabilities:**

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| Green Commitment | * Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials. |
| Data Protection | * Being aware of the council’s responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply. * Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements. |
| Confidentiality | * Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council’s databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement. |
| Equalities and Diversity | * The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination. |
| Health and Safety | * Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate. |
| Contribute as an effective and collaborative team member | This will involve:   * Participating in training to demonstrate competence. * Undertaking training as required for the role. * Participating in the development, implementation and monitoring of service plans. * Championing the professional integrity of the service. |

**Specific Minimum Qualifications and Expertise**

* Educated to degree level in a discipline related to the built environment and/ or regeneration or equivalent experience
* Understanding of the role of the historic environment in economic development and regeneration
* Experience/familiarity with conservation philosophy and best practice (including for repair, reinstatement and traditional detailing)
* Experience of working in a community or regeneration setting, delivering initiatives across organisational boundaries;
* Experience or detailed understanding of working within a politically driven organisation working with elected or board members;
* Experience of direct delivery of successful community / regeneration projects;
* Ability to communicate ideas, concepts, issues and financial information clearly and simply both verbally and in writing.
* Ability to work effectively within a Project Team as well as being able to work with minimum supervision.
* Excellent negotiation and partnership working skills with the ability to engage effectively with a wide range of audiences, including business/community leaders, the public, councillors, consultants and contractors, and partnership organisations.
* Proven experience of running complex projects, together with a thorough understanding of programme management processes and methodologies.
* Ability to set up financial/budgetary management information and reporting systems including budget management of a project or financial management of funding/grant.
* Experience of undertaking and management of competitive procurement processes
* Experience of developing and delivering public consultation, working with and coordinating stakeholders.

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