

Regeneration Social Economic & Investment Trainee

Regeneration (SEI)

Overview	
Role Purpose	The role of the Regeneration SEI Trainee is to provide project management support to the Social and Economic Investment (SEI) Team (Woodberry Down & Grahame Park) in the operational delivery of the SEI programmes and projects to support the wellbeing of our residents.
Responsible for	To assist the Social and Economic Investment Team with the delivery of the SEI programmes on Woodberry Down & Grahame Park regeneration schemes. To support the delivery of a consistent, reliable and customer focused service.
Reports to	Social and Economic Programme Manager
Line management	N/A
Date	August 2020

Role relationships	
Internal	Development & New Business, Regeneration, Social & Economic Investment, Housing regional teams, Care & Support.
External	Regeneration stakeholders, NHG residents, local stakeholders and community groups, wider community and commissioned and funded partners.

Role accountabilities
<ul style="list-style-type: none"> • Work with the social and economic team to deliver tasks and activities that contributes to the successful delivery of the SEI programmes to support the economic inclusion and wellbeing of our residents. • Work closely with SEI Programme manager to promote commissioned projects externally and internally and assisting with the production of publicity materials and attending meetings. • Support with responding in a timely fashion to queries in relation to projects from internal and external stakeholders. • Undertake general administrative duties e.g. data entry, dealing with correspondence, file management, etc. thereby supporting the efficient and effective operation of the SEI regeneration programme. • To support in research and development, and the co-ordination of activities, delivery and or attendance at events.

Role accountabilities

- Be committed to embracing new approaches to delivery of activities associated with the SEI projects.
- Prioritise, plan and co-ordinate the designated workload to ensure completion to time and specified quality standard.
- To provide accurate information and qualitative and quantitative data to assist with the production of statistical information and reports.
- Ensure the provision of excellent customer service to all stakeholders to maximise customer satisfaction.
- Work closely with teams across the business; Regeneration and Housing teams to ensure an alignment and joined up approach to raising the profile of SEI projects and programmes to NHG residents.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> An active understanding/interest in social and economic involvement/regeneration. Experience of carrying out research. Experience of developing research project plans to deliver research projects on time and to budget. (Desirable) Experience of conducting evaluations of social and economic topics. (Desirable) Experience of analysing and writing research data to write structured, succinct, and influential reports. (Desirable) Experience of analysing government statistics, on demographics, educational opportunities, health, and economic activity of communities. (Desirable)
Skills	<ul style="list-style-type: none"> Effective communication and customer service skills. Social media and internet/intranet skills. Effective IT skills including intermediate MS Office skills Ability to work as part of a team. Experience of working towards deadlines.

Role profile

	<ul style="list-style-type: none"> Excellent administrative, organisation and project management skills
Qualifications and/or professional membership	<ul style="list-style-type: none"> A Level/Degree (or equivalent qualification) or qualified by experience (QBE)

Role requirements	
DBS	<ul style="list-style-type: none"> Basic Disclosure
Data and information processing	<ul style="list-style-type: none"> Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> None