

Job Description

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| Job Title: | Resident and Community Engagement Officer (Full time) |
| Term: | Permanent |
| Hours: | 35 hours a week |
| Salary: | £25,000 |
| Pension: | National Employment Savings Trust (N.E.S.T) |
| Location: | Kennington, London SE11 |
| Reporting to: | Estate Director |
| Responsible for: | None |

Background

Cottington Close Estate is owned by Lambeth Council. Housing services are delivered by its managing agent, Cottington Close Resident Management Organisation “CCRMO”. The services are funded by way of an annual allowance from Lambeth Council.

As the name suggests, CCRMO is run by its residents.

CCRMO consists of six other members of staff (seven in total) working on-site or in the Office.

Cottington Close Estate is situated in Kennington, and its residents come from diverse backgrounds.

Purpose of the post

CCRMO delivers housing services to residents living on Cottington Close Estate. The post holder will contribute to the customer orientated activities of CCRMO, aiming to always exceed their expectations, in a profession and flexible manner befitting the role.

Supporting the running of the Estate Office, the Customer Services Officer will be responsible for supporting the work delivered by CCRMO.

Community engagement and the development of the Community CCRMO serves is fundamental necessity. The Customer Services Officer will contribute to activities supporting this endeavour.

CCRMO is a company with corporate obligations to meet health and safety standards. The Customer Services Manager will make sure that CCRMO’s health and safety records on its gas servicing is maintained to the highest standard.

As a managing agent for Lambeth Council, CCRMO is required to provide information to them. The Customer Services Officer will be expected to manage and maintain the records so that the information provided to Lambeth Council is accurate.

With the amount of personal information available to the post holder, they will be required to abide to any current legislation relating to how this is managed and handled.

Principle duties and responsibilities

- Lead on the day to day running of the Office (including ordering stationary, equipment and other supplies)
- Be the first point of contact with regards to queries from residents at reception or on the telephone.
- Answering general emails from residents, suppliers and stakeholders, forwarding on any falling outside of their responsibility to the relevant person.
- Administration of shareholders, keeping records up to date supporting the CCRMO Secretary (Voluntary Board Member).
- General administrative help to other staff including opening post, photocopying and delivering letters.
- Filing, photocopying and maintaining accurate records.
- Accepting queries from residents relating to their parking bays and sheds. They will make sure that they are up to date on their payments, issue letters for those falling behind on their payments. If necessary, to terminate privileges.
- Taking payments for sheds and parking, responsible for accurate records of payments and receipts. Reporting to the Bookkeeper.
- They will be responsible for allocating parking bays in accordance to CCRMO's Garage and Parking Policy and the yearly co-ordination and application of permit renewal and keeping the parking bay records up to date.
- Prepare basic financial statements for residents when needed in relation to their parking bays and sheds.
- Manage and maintain the CP12 spreadsheets to ensure compliancy at all times; leading on communication with tenants and contractors to arrange and chase appointments. To attend contract performance meetings if other colleagues are unable to do so.
- Working with the Repairs Supervisor and colleagues, you will managing the diary for repairs, logging them onto Northgate, sending and following up repairs satisfaction surveys.
- At each contact from a resident, to correctly identify their query and where necessary to work with colleagues to take appropriate action, resolve it, and to record it as a file note or on the computer system. To make sure appropriate records are clear, accurate and concise.
- To assist with the process of gathering information, collating and completing application forms when bidding for external funding. Also assisting in completing the reports back to funders and other stakeholders.
- Contribute to activities supporting community engagement and development. Working with the Events Sub-committee, this will include assisting in the planning and delivery of community events to celebrate diversity on Cottington Close Estate (e.g. "Eid", "Diwali", "Christmas"). It will also include delivering activities that will enhance the community. For example, organising training for residents to give them new skills or working with the Community Garden to achieve the same objective.
- Leading on the administration of the Annual Cottington Estate Survey ("ACES"), reminding residents to complete it, or to note their responses over the phone.
- The Customer Services Officer will be expected to manage and maintain local systems so that the information provided to Lambeth Council is accurate. This will include, among other things, gas safety certificates, repairs satisfactions.
- The Customer Services Officer will be required to abide to any current legislation relating to how data and in particular personal information is managed and handled.
- Work flexibly with colleagues and make sure adequate office cover at all times.
- Undertake any other duties commensurate to with the role

Corporate duties and responsibilities

- Contribute to CCRMO's aim to meet its equal opportunities requirements.
- Comply with the Data Protection Act.
- Follow CCRMO's Health & Safety policies and procedures to make sure as far as practicable your own safety and that of others in the work place.
- Responsible for bringing to the attention of the Estate Director, any matters during the course of your work relating to CCRMO that might otherwise be overlooked.
- At all times, present a positive and professional image of Cottington Close RMO, both internally and externally.
- Uphold Cottington Close RMO's values, policies, and practises in respect of Equality, Diversity and Inclusion ("EDI") and act as a champion for these in all dealings with colleagues, residents and stakeholders.

This role is Estate based. As part of CCRMO's Biodiversity and Climate Emergency Action Plan, the successful candidate will be encouraged to use other forms of transport to get to work.

No job description can cover every issue which may arise at various times within the remit of a role and the post holder is expected to carry out other duties as and when required from time to time. This list of duties is not exhaustive and is designed to give an overall view of the role.

Personal Specification

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| <p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p> | | | Shortlisting criteria |
| Qualification | Q1 | 5 GCSEs (A-C) including English and Math | Application ✓ |
| Key knowledge | K1 | Knowledge of resident led Housing Organisation | |
| | K2 | Knowledge of using Microsoft packages | Application ✓ Test ✓ |
| | K3 | Knowledge of housing management within a social housing context | Application ✓ Interview ✓ |
| | K4 | Knowledge of community engagement activities and practices | Application ✓ Interview ✓ |
| | K5 | Knowledge of health and safety within a social housing environment | Application ✓ Interview ✓ |
| | K6 | Knowledge of data protection within a social housing environment | Application ✓ Interview ✓ |
| Experience | E1 | Experience of service delivery putting the customer first and communication in a polite manner | Application ✓ |
| | E2 | Experience of maintaining databases of personal information or data | Application ✓ |
| | E2 | Experience of working in social | Application ✓ |

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| | | housing in an ethnic diverse area | Interview ✓ |
| | E2 | Experience of using Housing Information Management Systems (HICS, Pyramid, Northgate) | Application ✓ Interview ✓ |
| | E3 | Experience of successful bids for external funding | Application ✓ Interview ✓ Test ✓ |
| | E4 | Experience of delivering successful community engagement activities | Application ✓ Interview ✓ |