# **LONDON BOROUGH OF HACKNEY**

**JOB DESCRIPTION**

| **POST TITLE:** Community Engagement & Projects Officer |
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| **DIRECTORATE:** Climate Homes and Economy |
| **SERVICE:** Resident Participation (RP) & Communities**/** Tenancy & Leasehold Services |
| **GRADE:** PO1 |
| **LOCATION:** Within the London Borough of Hackney |
| **RESPONSIBLE TO:** Resident & Community Engagement Manager |
| **RESPONSIBLE FOR:** N/A |

**PURPOSE OF THE JOB**

The post holder will work to design, implement and secure funding for community development projects which meet the challenges and needs of tenants and leaseholders living in Council managed homes and communities. This will include working with individual tenant and resident groups, and coordinating activities and initiatives borough-wide, in partnership with resident groups and other stakeholders, to ensure that projects promote social investment, economic resilience and community cohesion.

The postholder will build partnership relationships with internal and external services and stakeholders including the wider community and voluntary services network to support the delivery of projects. They will also develop links to wider Council initiatives, such as: integrated commissioning / neighbourhood development, area regeneration delivery, public health, youth activities and employment & enterprise skills.

**MAIN AREAS OF RESPONSIBILITY**

1. To be responsible for building partnerships with residents, communities and a wide range of internal and external stakeholders to effectively design and deliver community development projects within Council managed estates which maximise social value and promote sustainable communities.
2. To actively identify sources of funding for various projects and initiatives that engage and support residents living in Council managed homes and communities. Working in close liaison with Council departments, voluntary sector organisations, other public bodies and local businesses to design and submit successful funding bids that lever in external resources and ensure a joined up approach to offering opportunities for residents to enhance and develop their quality of life.
3. To allocate resident participation team grants and resources in line with agreed RP budgets and procedures. Ensuring that such funding is monitored and accounted for in line with agreed policy and procedure.
4. To ensure that the development of new projects and initiatives actively involves TRAs, Panels, Forums and other formal and informal resident-led groups, and includes robust performance management arrangements, thereby enabling residents to influence and scrutinise delivery. To maximise active participation of tenants and leaseholders living in Council homes by engaging and communicating with residents, stakeholders and communities.
5. Working in conjunction with service managers ensure that the resident participation service contributes effectively to the development and implementation of a wide range of corporate strategies and plans (e.g. Ageing Well Strategy, Inclusive Economy Strategy, Housing Strategy, Arts and Cultural Strategy, Green Infrastructure Plan, Fair Futures Commission, etc.) and supports delivery of improved outcomes e.g reduced health inequality, digital inclusion, more employment opportunities.
6. To ensure robust monitoring and auditing processes are in place. Demonstrating financial probity and sound budget management.
7. To work as part of a team within the Resident Participation (RP) Service to maintain relevant information and systems in critical areas to enable managers to identify priorities, make decisions, determine action and review progress.
8. To organise own work processes, assess own priorities and set objectives/targets and deadlines whilst maintaining focus on the key RP priorities and accountabilities contained within the Service plan.
9. To ensure that community development projects and activities are focussed on making a difference to residents living in Council homes on our estates. To ensure that projects, strategies and initiatives reflect the diverse range of customers and communities on our estates and those in most need, by developing innovative, effective and sustainable delivery mechanisms.
10. Partnership development - to develop plans with partners and agree an impact framework. Monitor and evaluate projects to ensure that objectives, outputs and outcomes are met and impact evidenced. Report back on added social value achieved.
11. To collect and analyse data and insight to identify needs and patterns to inform use of resources and project development. Work with a wide range of stakeholders and data sources to regularly assess emerging social and economic themes, challenges and opportunities and identify related funding opportunities.
12. To deal with any issues or complaints relating to community development as required. Ensuring that complaints and resident feedback are dealt with promptly and that identified areas of improvement are addressed and results fed back to customers in a timely manner.
13. To advise, guide and support colleagues across Housing Services and the Council to deliver effective resident engagement, supporting stakeholder events, activities and consultations as required.To facilitate training and development for relevant staff to increase resident engagement capacity within Hackney where possible.
14. Be responsible for the provision of timely, high quality information, advice and reports to the formal Resident Engagement structures including: Resident Liaison Group, Panels and other committees, on resident and community engagement activities and outcomes.
15. To work with the Consultation and Events team to ensure timely, effective and meaningful housing consultations and engagement events are conducted across the housing service. Thereby ensuring Council Tenants and Leaseholders have a voice on non-housing (and especially major corporate) consultation and engagement campaigns. Adhering to the principles of the ‘Whole Citizen approach’.
16. To lead on making the best use of communication and engagement methods including extending the reach of digital engagement / social media, but ensuring that specific needs of those not able to access services in this way are met.
17. To ensure that all residents with responsibility for events, activities and projects within their community are suitably trained, supported and monitored by the team. Specifically ensuring that Safeguarding training is provided in line with legislation and that both staff and involved residents understand their responsibilities in regards to safeguarding.
18. To be politically aware and able to recognise and deal with a range of sensitive issues that impact on the function. To appreciate the need for confidentiality in developing effective relationships.
19. To have an awareness of the organisational context of resident and community engagement work - Ensuring consistent delivery of Hackney’s priorities, including; Mayor’s Manifesto commitments, the Corporate plan and Housing Strategy.
20. To seek out best practice in the sector and apply to existing and new working practices.
21. To share examples of good practice and outcomes, including giving presentations, attending conferences and representing your service area internally and externally as required.
22. To maintain effective working relationships, based upon exemplary standards of professionalism, honesty and respect with residents, officers and outside agencies.
23. To ensure that all services deliver best value, meet high industry standards, are effectively managed, and demonstrate continuous improvement.
24. Required to work outside of normal office hours and to attend evening meetings.
25. Any other duties commensurate to the grade and role.

***NB: All employees are expected to adhere to the Council’s Diversity & Equality and Health and Safety Policies.***

# LONDON BOROUGH OF HACKNEY

**PERSON SPECIFICATION**

| **POST TITLE:** Community Engagement & Projects Officer  **(Resident Participation)** |
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| **GRADE:** PO1 |

| **Criteria** | Each of the criteria below will be assessed as follows:  A = Application  I = Interview  T = Test |
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| **Education / background** |  |
| 1.College level education or equivalent through relevant training/experience  2. Desirable to have a formal housing and /or community development qualification and /or project management.    3. Evidence of continuous, challenging and relevant professional development | A/I      A/I      A/I |
| **Knowledge and experience** |  |
| 4. Knowledge of social housing and relevant legislation and regulations and experience of working in the housing environment.  5. Knowledge of relevant legislation and good practice around Resident Involvement and empowerment.  6. Understanding and commitment to promoting and implementing Diversity & Equality Policies.  7. Experience of developing and contributing to partnership working arrangements, including multi-agency working and community-led delivery.  8. Experience of working in a diverse and multi-racial environment.  9. Experience of working with and providing a service to volunteers (desirable).  10. Experience of identifying and successfully accessing funding from various sources, including design and implementation of successful funding bids and projects  11. Experience of delivering innovative and effective engagement projects.  12. Knowledge and experience of project management including development of performance monitoring arrangements.  13. Demonstrable evidence of building and maintaining effective, productive relationships with key stakeholders.  14. Experience of designing and delivering successful projects, strategies, which add social value and /or lever in new financial resources.  15. Experience of managing project budgets and ensuring that resources are managed in a way which promotes accountability, transparency and probity. | A/I/T  A/I/T    A/I    A/I  A/I  A/I    A/I/T  A/I  A/I  A/I/T  A/T  A/TI |
| **Skills** |  |
| 16. Ability to coordinate and plan own workload. Ability to manage conflicting priorities in a pressurised work environment subject to frequently changing circumstances in order to meet agreed deadlines.  17. Ability to work independently and successfully within teams and to take responsibility for quality and quantity of work.  18. Good communications skills (both written and oral) including:   * Ability to liaise with officers and external agencies and develop strong working relationships * Ability to write clear, persuasive and succinct reports * Ability to produce clear and concise information to support strategy development, funding bids and project development * Ability to produce clear and accurate minutes of meetings * Ability to facilitate group discussions to resolve issues   19. Ability to demonstrate a professional manner which generates credibility and confidence among customers, senior managers, Members, staff, external partners and all other stakeholders.  20. Ability to work with groups to negotiate successful outcomes.  21. Ability to attend meetings outside normal working hours.  21. Able to demonstrate a model of professional standards aligned to Hackney Council’s values and behaviours at all times. | A/I/T        A/I      A/I/T      A/I      A/I  A/I    A/I |
| **Personal attributes** |  |
| 22. Passionate about delivering and driving forward an excellent service in a resident-focused environment.    23. Adaptable and ‘can do’ attitude. | A/I  A/I |

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