



Role Profile

September 2020

Job Title:	Community Engagement Apprentice
Reports into:	Community Engagement and Communications Manager
Direct Reports:	None
Department/ Location:	Stockwell
Disclosure Level:	None
Role Purpose:	Help develop, promote and run community engagement initiatives. Provide general and administrative support to Community Engagement team, Customer Services team and other departments across the organisation.

Key Responsibilities

Community Engagement

- Undertake work to promote and develop community engagement.
- Help ensure smooth running of SW9's community spaces.
- Promote and encourage buy in from residents to community engagement initiatives.
- Increase, encourage and support community engagement initiatives.
- Ensure feedback is received and recorded following engagement opportunities.
- Help to organise resident events.
- Carry out projects to improve SW9's employment and training support service.
- Find ways to increase community engagement, particularly amongst our younger residents.
- Work closely with the Communications & PR Officer to ensure SW9's website is up to date and share ideas on how improvements can be made.
- Deal with enquiries over the phone.
- Monitor team inbox and respond to email enquiries.
- Run a digital inclusion project, to encourage more residents to use our online services.
- Liaise with local charities to find and co-create projects that benefit our residents.
- Help to recruit more resident volunteers and community champions.
- Provide administrative assistance for different departments.
- Provide reception cover.

Standard Responsibilities

- Inspire and be a role model, consistently demonstrating the SW9 culture and values.
- Attend evening meetings and community events as required.
- Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:
 - Code of Conduct
 - Health and Safety
 - Data Protection, privacy and use of IT resources
 - Regulatory standards and probity

- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.

Contacts - External/Internal

- SW9 residents
- Other representative groups of SW9
- Stockwell Park Estate Community Centre
- Members of the SW9 Community Housing Board
- Senior Manager and colleagues across SW9 and Network Homes
- External contractors
- Local Authorities and other social housing providers

Competencies

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry

I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable –

I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respect

I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together

I am proud to be one team

- Positive: I talk positively about Network Homes as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference