



Role Profile

September 2019

Job Title:	Community Engagement Officer
Reports into:	Housing Services Manager
Direct Reports:	None
Department/ Location:	Stockwell
Disclosure Level:	Enhanced
Role Purpose:	<p>To develop community involvement initiatives on the estate, streets and neighbourhood in partnership with the various resident representative groups within SW9.</p> <p>To build capacity within communities to enable local representation generally and specifically to ensure that the needs of diverse communities are met.</p> <p>To provide support in developing strategies as part of the regeneration for the estate and making applications for external funding.</p>

Key accountabilities

Resident Engagement

- Deliver all forms of resident participation ensuring compliance with legislation, good practice and SW9/Network Housing Group guidelines.
- Co-ordinate consultation processes throughout SW9 and act as the liaison officer between SW9.
- Maintain a detailed knowledge of resident participation, keeping up to date with changes in legislation and best practice.
- Be responsible for the promotion and development of opportunities for residents to be involved in the monitoring of the housing service in accordance with SW9 strategies.
- Undertake work to promote and develop resident participation with the various representative groups in co-ordination with SW9's objectives and business plan.
- Ensure adherence to policies, strategies, and guidelines, continually monitoring the effectiveness of existing strategies, policies and practice in relation to community needs.
- Implement resident participation and community development strategies of SW9.
- Advise on and participate in training on resident participation issues to residents, housing staff and any other groups as necessary.
- Work with all services to ensure there is sufficient and effective resident input to service/contract provision/agreements.
- Support and develop the formal and informal participation structures to ensure that residents are able to access and take an active role in the structures.

- Manage the records of recognised groups and collect information for the performance indicators.
- Recruit to and arrange training for the resident Scrutiny Panel.
- Provide administrative support to resident groups including preparing of documents, minuting meetings and arranging the attendance of relevant SW9 staff. Providing support to Scrutiny Panel members and meetings as requested.
- Oversee the resident engagement and community development budget and ensure it is used in a fair and transparent way and is fully auditable.

Community Development

- Increase, encourage, and support community involvement initiatives on estates. To identify external resources to provide additional community initiatives.
- Work closely with Development colleagues on neighbourhood regeneration plans for the area, implementing and overseeing the community development regeneration aspects of the plan.
- Source external partners and work collaboratively in delivering a range of community development activities supporting local residents with education, employment, health and wellbeing opportunities.
- Provide support in developing strategies for the estate and finding appropriate funding solutions from external sources. Raise funds through grant making trusts, developing social enterprise, and other relevant forms of fundraising dependent on the client's needs.
- Act as the link between communities and a range of other local authority and voluntary sector providers, such as the police, social workers and teachers to improve the quality of life for residents on the estate.
- Lead on the review, development and implementation of SW9's Local Offer promise.

General

- Carry out projects and reviews as delegated by the Housing Services Manager and other senior managers.
- Develop and maintain a detailed knowledge of relevant legislation, policies and procedures.
- Deal sensitively and appropriately with all customers, showing awareness to the needs of vulnerable and disadvantaged customers.
- Be aware of and input, where appropriate, to schemes and initiatives on the estate, streets and within the neighbourhood.
- Attend necessary meetings, including consultative meetings and other office meetings and working parties, representing SW9 where required.
- Attend all necessary meetings including out of hours.
- Prepare reports for management and Board as necessary.

Standard Responsibilities

Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, confidentiality, privacy and use of IT resources

<ul style="list-style-type: none"> • Commitment to equality and diversity. • Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility. • Ability to validate information and show attention to detail. • Understanding of the principals of the National Standards of Community Engagement. <p>Experience</p> <ul style="list-style-type: none"> • Experience of working effectively, flexibly, and collaboratively with different stakeholders including residents, voluntary and community organisations. • Experience of developing, delivering, and evaluating community development work, including managing events, resident involvement initiatives on estates and neighbourhoods. • Experience of capacity building within communities to enable local representation generally and specifically to ensure that the needs of minority communities are met. • Experience of encouraging the participation of community representatives at consultative forums. • Experience of managing conflicting views in a confident, assertive and diplomatic manner. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
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<p>Competencies</p>	
<p>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:</p> <p>Hungry – I am ambitious to succeed.</p> <ul style="list-style-type: none"> ▪ 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 <p>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.</p> <ul style="list-style-type: none"> ▪ 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 <p>Respectful – I treat everyone with respect and understanding. I arrive on time and take full part in meetings.</p> <ul style="list-style-type: none"> ▪ 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 <p>Together – I am proud to be one team.</p> <ul style="list-style-type: none"> ▪ Positive: I talk positively about SW9 CH 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 	