

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Resident Engagement Officer	<b>Grade:</b> PO2-P03
<b>Section:</b> Regeneration & Development	<b>Directorate:</b> Place
<b>Responsible to following manager:</b> Assistant Director of Housing Development	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b>	<b>Last review date:</b> November 2020

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

- To work as part of the Development Team to develop and coordinate a programme of community activities to ensure all Homes for Wandsworth’s consultations ensure the fullest resident engagement.
- To support the development and delivery of an innovative engagement approaches that are often tailored to the estate or development being proposed.
- To build excellent working relationships with Housing Management and Place colleagues and engage with other officers and stakeholders in the local area to support the delivery of Homes for Wandsworth schemes.
- To work, as required, on either Regeneration scheme or other housing projects.

## **Specific Duties and Responsibilities**

### **Community Engagement**

1. Develop and coordinate programmes of community activities to support engagement on the Homes for Wandsworth projects and associated estate/place improvements.
2. Establish and manage strong working relationships with estate and neighbourhood residents and other stakeholders in order to promote engagement in local community activities.
3. Actively identify opportunities for new and innovative partnerships with local organisations to promote and deliver engagement opportunities and activities.
4. Support and facilitate community-led initiatives and projects that might be facilitated by Homes for Wandsworth schemes which may include appropriate meanwhile-use of underused spaces and to encourage and promote community engagement.
5. Work with all service areas across the council, local stakeholders, representatives from community groups and partner organisations to promote and deliver Homes for Wandsworth programme.
6. Use various communications channels (for example websites, social media, brochures and council publications) to promote and publicise engagement events and activities.
7. Support effective communication between the Council and other relevant partners (for example health, wellbeing, environmental and voluntary sector groups) to ensure local residents and stakeholders are informed and kept up to date on community initiatives.
8. Report qualitative and quantitative data maintaining a log of all engagement and stakeholder activity and outcomes.
9. Evaluate and report on the progress of community engagement activity, identifying lessons learnt so that the future approach can be adjusted as necessary.
10. Responsible for individual community engagement budgets of up to £5k, including keeping accurate records of all spending, ensuring value for money and adherence to correct financial control procedures.

## **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

## **Additional Information**

- This post is managed by Development Project Managers under the Assistant Director of Housing Development.
- Regular evening / weekend working.
- Wide range of contacts from senior private sector to very vulnerable in community setting.

## **Progression to PO3**

1. Covers for the Development Project Manager in his/her absence within own area of responsibility.
2. On behalf of the Assistant Director of Housing Development or Development Project Manager, takes a role in supervision of Engagement Consultants and related contract staff on relevant projects.
3. Liaises with client and Senior representatives from outside organisations and agencies.

- Contributes and drafts reports/documents with important/high profile target audience, such as committee reports, business updates, Councillor response/speeches as required.

**Current team structure**

## Housing Development Team Structure



Contact: [DevelopmentTeam@richmondandwandsworth.gov.uk](mailto:DevelopmentTeam@richmondandwandsworth.gov.uk)



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<b>Section:</b> Housing Development	<b>Directorate:</b> Place
<b>Responsible to following manager:</b> Assistant Director, Housing Development	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b>	<b>Last review date:</b> June 2024

### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C (see below for explanation)</b>
<b>Knowledge</b>	
Knowledge of effective community engagement techniques and practices.	A, I
Knowledge of development and wider "place" programmes and issues.	A, I
Understanding of the complexities that can be involved in the delivery of effective engagement within an existing community	A, I
<b>Experience</b>	
Significant experience of successfully organising and servicing community engagement meetings and events.	A, I
Significant experience of working effectively in a consultation role.	A, I
Practical experience of outreach and community development work.	A, I
Experience of developing and maintaining relationships with public and private sector organisations.	A, I
Experience of working on a variety of arts and/or cultural projects.	A, I
<b>Skills</b>	
Excellent networking and stakeholder engagement skills.	A, I
Enthusiastic and helpful personality and the ability to represent the Council in a professional and personable manner.	A, I
Ability to communicate effectively and enthusiastically with people of all ages and backgrounds.	A, I

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

