



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Resident Engagement Officer	Grade: PO2-P03
Section: Regeneration & Development	Directorate: Place
Responsible to following manager: Development Project Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: June 2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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

- You will develop and coordinate a programme of community activities to achieve the fullest resident engagement. Your role will be to work with the Head of Housing Development and Project Managers to deliver innovative engagement often tailored to the estate or development where Homes for Wandsworth is operating.
- You will build excellent working relationships with Housing Management -Place colleagues and fully engage with a wide range of stakeholders in the local area.
- Reporting to Development Project managers – you will play a vital role in design and development of our schemes, drawing on your engagement and communications skills.
- You will need to be proactive and build excellent relationships with local resident groups key stakeholders across the organisation.
- You will be working in a fast-paced environment, with tight deadlines. You will need to be a good communicator, well organized, with good networking skills and thrive in team working.

Specific Duties and Responsibilities

- Develop and coordinate programmes of community activities to support engagement on the Homes for Wandsworth projects and associated estate/place improvements.
- Establish and manage strong working relationships with estate and neighbourhood residents and other stakeholders in order to promote engagement in local community activities.
- Actively identify opportunities for new and innovative partnerships with local organisations to promote and deliver engagement opportunities and activities.
- 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.
- 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.
- Use various communications channels (for example websites, social media, brochures and council publications) to promote and publicise engagement events and activities.
- 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.
- Report qualitative and quantitative data maintaining a log of all engagement and stakeholder activity and outcomes.
- Evaluate and report on the progress of community engagement activity, identifying lessons learnt so that the future approach can be adjusted as necessary.
- 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 Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

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.
- Essential information: minimum 3 days per week in Wandsworth Town Hall or other council offices, with regular evening / weekend working. You will also be required to hot desk in other community locations across Wandsworth.

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.
- 4. 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



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Our Values and Behaviours

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of effective community engagement techniques and practices.	X		A,I
Knowledge of development and wider “Place” programmes and issues.		X	A,I

Understanding of the complexities that can be involved in the delivery of effective engagement within an existing community		X	A,I
Experience	Essential	Desirable	Assessed
Significant experience of successfully organising and servicing community engagement meetings and events.	X		A,I
Significant experience of working effectively in a consultation role.		X	A,I
Practical experience of outreach and community development work.	X		A,I
Experience of developing and maintaining relationships with public and private sector organisations.	X		A,I
Experience of working on a variety of arts and/or cultural projects.		X	A,I
Skills	Essential	Desirable	Assessed
Excellent networking and stakeholder engagement skills.	X		A,I
Enthusiastic and helpful personality and the ability to represent the Council in a professional and personable manner.	X		A,I
Ability to communicate effectively and enthusiastically with people of all ages and backgrounds.	X		A,I
Qualifications	Essential	Desirable	Assessed
A degree or diploma, alternatively, a qualification from the Chartered Institute of Housing (CIH) or equivalent.		X	A
GCSEs in Math, Science & English or equivalent		X	A

A – Application form

I – Interview

T – Test

C - Certificate