**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Regeneration Project Officer | **Grade**: PO1-3 |
| **Section:** Regeneration | **Directorate:** Housing and Regeneration |
| **Responsible to following manager:**Regeneration Team Manager | **Responsible for following staff:****N**one |
| **Post Number/s:** RWWIN04 RWWIN05 RWWIN06 RWWIN07 RWWIN08 RWWIN09 | **Last review date:** December 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**

The regeneration project officer role is to assist in the delivery of the Council’s objectives for the regeneration programme. Specifically, the post relates to the delivery of two large scale, complex, high value and high-profile regeneration of two estates – Winstanley and York Road and Alton.

The post is part of a regeneration team working to the regeneration team manager or Senior Project Officer for direction and to meet the priorities identified by the regeneration project manager for Winstanley/York Road and Alton.

Key roles are to undertake consultation and engagement with estate residents, neighbourhood residents and wider stakeholders, to assist with the successful and effective decant of estate residents in line with the phasing plan and to be responsible for the delivery of any individual regeneration theme objective and bespoke projects.

This is a career grade post intended to develop project management skills and it is expected that the post will take on individual projects as directed by the Regeneration Team Manager.

On the Winstanley and York Road the focus in this respect will be working within our Joint Venture partnership alongside our development partners, Taylor Wimpey, providing client management services to deliver the Council WYR regeneration development programme. This will include working on reserved matters applications within the overarching outline planning permission, delivery of new homes from RIBA stage 2-6 as lead council project officer, responsible for a casework load of residents in order to deliver the decant strategy and the long term goal of vacant possession as well as continually working to ensure effective communication and engagement with residents and stakeholders so as to deliver the councils regeneration objectives.

On the Alton scheme it is expected that the successful candidate will be responsible for casework in line with the decant strategy but also to assist on and move forward the design of blocks as directed by the Senior Project Officer or Regeneration Team Manager as applicable. This is a critical period for the Alton Estate regeneration project as the council seeks full planning permission from the Greater London Authority as well as the procurement of a new development partner. The role offers an exciting opportunity to realise the council’s long-term objectives for the regeneration of the Alton estate

This is a career grade post and it is intended that the range of work should enable the post holder to develop a wider knowledge of the regeneration field and appropriate training will be provided, subject to budget restrictions, where appropriate.

**Specific Duties and Responsibilities**

1. As directed by the Regeneration Team Manager (RTM) or Senior Project Officer (SPO) you will be responsible for the decant of residents from within the regeneration areas. This includes conducting interviews to assess residents’ housing needs and requirements, Reviews and where necessary investigates housing applications recommending split tenancies where appropriate to SPO/RTM including preparing reports for Area Housing Manager/Senior Estate Manager where appropriate, regarding tenancy irregularities. The identification of appropriate early move alternative properties and the making of offers to residents, arranging and conducting appointments to view properties and agreeing and administrating compensation arrangements. You will ensure proper records are kept of the transactions, payments and agreements associated with any moves completed.
2. Visits and reports on dwellings occupied by families with social difficulties. Liaises with Social Services, Health Visitors, Environmental Services Officers, Police etc. Arranges and attends case conferences in connection with such families. All visits are carried out whilst ensuring that Council policies on Health and Safety and Safeguarding are always adhered to. It is anticipated that most interviews with residents will take place in their homes or site office via appointment.
3. You will be responsible, as directed by the RTM, for gathering and analysing other data in order to assist in understanding housing and other social needs across the regeneration areas.
4. As directed by the RTM or SPO to assist with preparing a decant strategy for the regeneration areas in agreement with the development partner.
5. Responsible for the design, development and implementation of an engagement strategy and engagement activity to maximise resident involvement in the physical and social regeneration of the area. This may take various forms such as organising community events, liaising closely with other council departments or agencies such as Wandsworth CCG and Wandsworth Police or assisting residents, residents’ associations and other community groups in organising, running and publicising community events. Where appropriate undertake skills assessments of active local residents to identify appropriate training provision to meet any skills or knowledge gaps identified.
6. As directed by the RTM or SPO be responsible for delivery of a specific theme objective within the regeneration project. Themes may include socio-economic priorities such as promoting local employment, promoting the development of arts and culture or may, for example, involve concentrating on developing the design code, addressing the needs of older people or evolving support mechanisms for troubled families. This will involve effective engagement with the development partner, engagement with local people and developing networks with relevant other agencies and stakeholders both within and outside the Council. The postholder will be expected to represent the regeneration and the Council at meetings and engagement events related to this theme.
7. Responsible for organising and publicising public, Officer, Joint Venture

Board, Regeneration Board, and contractor meetings as required for the regeneration projects. This includes organising venues and IT requirements, delivery of materials and assessment of health and safety requirements for public events. Attend and minute these meetings as required.

1. As directed by the RTM or SPO, be responsible for the support and development of key consultative bodies within the regeneration area. Key roles include but are not exclusively; organising regular meetings for tenure, area and interest specific groups, co-ordinating dates, preparing information and agendas for meetings, booking venues and publicising meetings. Key groups to be supported include, but not exclusively, Residents’ Association Groups, Project Steering Groups, Leaseholder and Tenant Groups.
2. Working with Central Communications staff lead on the production of publicity material for the project and maintain and update the project websites and social media platforms.
3. As directed by the RTM or SPO be responsible for the further development and publicizing of the Residents Offer.
4. As directed by the RTM or SPO, monitor the regeneration team budget and provide regular reports to the RTM. Provide details and projections of spend for the annual office management budget and assist in the preparation of the regeneration team’s annual budget plan.
5. Co-ordinate all requisitions for supplies on behalf of the Regeneration Project Manager, ensuring value for money and adherence to correct financial control procedures.
6. Responsible for a petty cash float of £500. Recommend and process petty cash requests for the Regeneration Team. Processes petty cash vouchers for decorations to vacant properties and ex-gratia payments, ensuring correct allocation codes are used. Maintain appropriate records.
7. To be responsible for maintaining, updating and improving both manual and computer-based systems to ensure the collection, analysis and reporting of development opportunities, affordable housing delivery and Council led delivery. A particular focus will be in ensuring that records are up to date. This will involve collating information from various sources internal and external to the Councils.
8. Keeps abreast of Homes England, MHCLG and GLA policy and other publications in relation to the delivery of Council-led development.
9. As directed by the RTM or SPO, once Housing and Regeneration Overview and Scrutiny Committee (HROSC) approval given, to work in liaison with Design Services or external consultants on resident consultation, including drafting and arranging for delivery of relevant correspondence, informing Ward Councillors of any correspondence/information being provided to residents and organising and attending resident consultation meetings where required prior to submission of a planning application. This work may also involve seeking suggestions from residents and identifying environmental and other works which will ameliorate the impact of development and might aim to benefit the wider estate community and neighbourhood and responding directly to any enquiries received from residents following resident consultation correspondence or events.
10. To assist the RTM or SPO and relevant partners in the preparation of a planning application submissions.
11. As directed by the RTM or SPO, to respond to and assist with requests for information pertaining to WYR and Alton regeneration schemes, together with providing direct assistance as directed and as necessary to the RTM or SPO and appointed consultants and contractors in overcoming any particular issues, problems or risks identified on sites, which may need to be resolved prior to commencement of development on site and/or during development.
12. As directed by the RTM or SPO to liaise with the Council’s appointed legal representatives or external solicitors in respect of matters pertaining to development of sites, including for example, obtaining legal reports on title or advice pertaining to ensuring that the Council is able to legally discharge its statutory obligations through Council-led development initiatives, innovative forms of development and/or disposal of sites.
13. Responsible for accompanied viewings and signing of new tenancies ensuring all necessary documentation and records are produced. Advises new tenants of the provisions of the tenancy agreement, local facilities and the proper use of appliances and installations.
14. Issues orders for routine repair work in accordance with Council procedures including pre and post inspections and the checking of invoices.
15. Responsible for ensuring appropriate security measures are taken for all vacant properties as required through vacant possession process.
16. Acts as the focal point for information dissemination on repairs contracts of all types, including monitoring of defects periods. Responsible for liaison with residents, contractors and other interested parties.
17. Responsible for the care and appearance of estates and their amenities, making recommendations for improvements and taking action as appropriate to the needs of the area.
18. Becomes and remains fully conversant on the Councils NPS (Property management) system, relevant training is available. Including building property information module, repair module, and tenancy information modules, both inputting new and ensuring all existing data is correct.

**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**

* The postholder will be expected as directed to work in both regeneration areas
* Regular attendance at evening and weekend meetings and events.

**Progression to P02**

* As the officer develops in the post where directed by the RTM or SPO, to take on appropriate sites and undertake project management duties, including co-ordination of design feasibilities through appointed consultants, co-ordinating the scheme programme and seeking to ensure key milestones are met, arranging, facilitating and where applicable chairing meetings with consultants, development team colleagues and other relevant colleagues, such as technical services and liaising where necessary with the RTM and/or SPO on more complex matters.
* Works independently on managing and coordinating community event and engagement programmes, whether directing other Regeneration team members or wider department officers to achieve planned outcomes.
* Attends Public and other important meetings as the representative of the Team.
* Carries out research and prepares reports on own initiative, to advance the regeneration objectives whether decant or aspirational.
* To deputize as required for the RTM or SPO.
* Consults with the Regeneration Team Manager or Senior Project Officer on non-routine staff and financial management responsibilities.

**Progression to PO3**

* Covers for the Regeneration Team Manager or Senior Project Officer in their absence within own area of responsibility.
* On behalf of the Regeneration Team Manager or Senior Project Officer takes a role in supervision of Consultants and contract staff on projects and supervises less experienced Project Officers within the Team, including project assistants and apprentices/graduates as necessary.
* 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.
* Consults with the Regeneration Team Manager or Senior Project Officer on the more high-level staff and financial management responsibilities.
* Deals with legal administration and attends Court or Public Inquiries to give evidence, referring to the Project and Regeneration Manager/s as appropriate.
* Leads and coordinates legal action, (tenancy and leasehold) in response to refurbishment project works as required as part of supervision of the Special estates officer role.
* Monitors and co-ordinates income and costs on commissions in the Section to provide management information to the Head of Service

**Team structure**



**Person Specification**

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|  **Job Title:** Regeneration Project Officer | **Grade**: PO 1-3 |
| **Section:** Regeneration | **Directorate:** Housing and Regeneration |
| **Responsible to:** Regeneration Team Manager | **Responsible for:**None |
| **Post Number/s:**RWWIN04 RWWIN05 RWWIN06 RWWIN07 RWWIN08 RWWIN09 | **Last Review Date:** December 2020 |

**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.

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| **Person Specification Requirements** | **Assessed by** **A**  **&** I**/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Knowledge and understanding of the issues that arise when undertaking estate regeneration projects and in particular of the impact of those issues on local residents | A, I, T |
| Knowledge of the different methods of engaging with local residents and of the related equalities issues  | A, I |
| Knowledge of public sector processes and protocols, preferably in the housing field | A, I |
| Understanding of and sensitivity to providing services in an economically deprived and ethnically diverse community.  | A, I |
| Knowledge and interest in the principles of urban renewal | A, I |
| Knowledge of computer packages including Word, Outlook and Excel with the potential to develop an understanding of and skills to use bespoke IT packages relevant to the regeneration projects.  | A, I, T |
| **Experience**  |
| Experience of working with the public in a front facing service where customer skills are required. |  |
| Experience of organising events and public meetings to engage local people in local social and housing issues and of the requirements for a safe and successful event and issues which may arise.  | A, I, T |
| Demonstrate an ability to deal confidently, sensitively and professionally with Councillors, senior Council officers throughout the Council, developers and members of the public. Demonstrate a clear understanding of confidentiality and information sharing arrangements. | A, I |
| Experience of record keeping, database operation and producing quantitative and qualitative reports and demonstrate an understanding of financial controls required in the processing of invoices.  | A, I |
| Experience of working in a changing environment, to several different priorities. | A, I |
| Demonstrate an ability to work with external agencies and senior colleagues across a range of professional disciplines in the development of housing projects | A, I |
| **Skills**  |
| Excellent communication skills and able to communicate clearly and effectively with the public, other stakeholders and senior council staff.  | A, I |
| Ability to cope with robust and challenging situations and conversations | A, I |
| Able to organise and prioritise own workload, to work under pressure and meet deadlines | A, I |
| Numeracy and administrative skills and ability to compile and record accurate and relevant information | A, I, T |
| **Qualifications**  |
|  | C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**