



Housing, Regeneration and Planning Regeneration Programme

Community Engagement Officer – Job Description

Position Details	
Post	Community Engagement Officer; full time
Service Area	Housing, Regeneration and Planning / Regeneration
Reports to	Regeneration Manager
Grade	PO4
Job Family	

Role Purpose
<p>The post-holder will be responsible for: -</p> <ol style="list-style-type: none">1. Leading the on-going engagement activity in Tottenham and Wood Green aimed at building long term, open and transparent working relationships with the community to jointly deliver the objectives of the Regeneration Programme.2. Working across services and departments to build collaborative relationships and ensure a coordinated and cohesive approach to community engagement and delivery of services.3. Develop and review the engagement strategies and identify and manage the engagement resource/contract with Homes for Haringey.

Main Responsibilities
<ol style="list-style-type: none">1. To deliver innovative engagement across the estate regeneration fund areas which maximizes long term involvement in the regeneration programme and sets a new benchmark for reach, quality and expertise.2. Develop, manage and deliver the engagement and consultation strategies for the local area. This will include engagement on the delivery of the People Priority initiatives and any emerging physical plans for change,3. Develop and maintain positive working relationships with the community and key stakeholder groups including residents, businesses, amenity groups, investors and partners.4. Work across departments/services to ensure that engagement across the estate regeneration fund areas is coordinated and integrated into the Council's core engagement and communications activities.

<p>5. Develop innovative engagement packages that are bespoke to certain community groups and areas, which build capacity and foster long term engagement in the regeneration programme and raises aspirations.</p> <p>6. Develop engagement material suitable for a variety of stakeholders. This will include newsletters, consultation material, leaflets, online and social media and will include arranging for translations.</p> <p>7. Organise and manage engagement events with and for the community and key stakeholders. This will include organising risk assessments.</p> <p>8. Identify where additional engagement resource is required and manage additional resource from Homes for Haringey.</p> <p>9. Undertake a stakeholder mapping exercise, create a stakeholder database and review and update regularly.</p> <p>10. Produce an engagement, consultation and engagement log which records all engagement and consultation activity.</p> <p>11. Manage and deliver statutory consultation processes.</p> <p>12. Support residents and stakeholders to develop and function effectively. This could include training and other capacity building that they may require to engage in various aspects of the programme.</p> <p>13. Manage the servicing of various meetings, including chairing them.</p> <p>14. Support the Regeneration Manager to respond to enquiries and complaints from residents, Members, MPs and other stakeholders in line with Haringey Council's procedures and target response times.</p> <p>15. In close liaison with regeneration and communications colleagues to advise senior managers and politicians on communications issues related to regeneration.</p> <p>16. Attendance at meetings/events in the evening and weekends as required.</p>
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Generic Responsibilities
<p>1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.</p> <p>2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.</p> <p>3. Knowledge and experience of using IT.</p> <p>4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.</p>

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
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1. Substantial experience of delivering successful proactive and innovative engagement with a wide range of complex stakeholders on large, high profile regeneration programmes, in particular housing estate regeneration projects.	Essential
2. Ability to build long lasting working relationships with the community and key stakeholders including hard to reach groups.	Essential
3. Experienced in working in areas of deprivation, delivering capacity building training and identifying opportunities to improve the lives of residents and stakeholders.	Essential
4. Experienced in developing engagement programmes and engagement mechanisms that fully involve the community in developing plans for the future of their area (setting up Resident engagement structures and governance arrangements which involve the community).	Essential
5. Ability to work across departments and services to deliver a coordinated engagement programme – including coordinating resources.	Essential
6. Ability to provide direct advice and briefing to senior managers and/or elected members on engagement / consultation.	Essential
7. Experience of project management in engagement and communications, working across a wide range of activity, including engagement campaigns and statutory consultation.	Essential
8. Experience of working in a highly pressured environment and delivering results to tight deadlines.	Essential
9. An understanding of working in a political environment.	Essential
10. An understanding of the issues, opportunities and challenges facing the London Borough of Haringey.	Desirable
11. An understanding of local government, the services provided by local councils, and the responsibilities a council has to its residents.	Desirable
12. Ability to work collaboratively to help create effective teams and relationships, trust and good morale, in a sometimes fast paced and highly pressurised environment.	Essential
13. Ability to manage allocated budgets to the standard required by the Council, while delivering high quality value for money services.	Essential
14. Personal and professional demeanor to gain confidence and respect as a representative of Haringey Council.	Essential
15. Ability to operate effectively in an environment of constant change.	Essential
16. Ability to acquire new skills and knowledge and to be responsible for own personal development and learning.	Essential
17. Ability and willingness to work outside normal office hours as required.	Essential
Qualifications	

1. The post holder will ideally have a relevant degree or equivalent, although consideration will still be given to those applicants who are not qualified but who can demonstrate they have worked in engagement, regeneration for a significant length of time.	Desirable
Knowledge/Skills	
1. Excellent writing skills with a clear, concise and lively prose style, and the ability to write for a range of different audiences.	Essential
2. Excellent oral communications skills.	Essential
3. Excellent organisational skills and an ability to follow project management principles.	Essential
4. Good attention to detail and ability to operate to tight deadlines in highly pressured environments.	Essential
5. Ability to translate complex information into a clear and approachable format for a wide range of audiences.	Essential
6. A knowledge of, and personal commitment to, Haringey Council's equal opportunities policies, and to realising the Council's equalities policies through service delivery and personal conduct.	Essential
Accountability	
1. Experience of building positive relationships with a range of both internal and external stakeholders, understands political drivers and the role of members.	Essential
2. Experience of creating a culture of learning, to maintain a capable and high performing workforce.	Desirable
Delivery	
1. Experience of providing structured plans and setting clear objectives that implement strategy and drive delivery.	Essential
2. Experience of empowering others and will enhance the reputation of the Council.	Essential
3. Experience of managing service change programmes that provides innovative outcomes.	Desirable
Decision Making	
1. Experience of making decisions through the analysis of relevant information and risk assessment.	Essential
2. Able to make decisions that demonstrate commitment to the Council's vision for a better Haringey.	Essential
Working Together	
	Desirable

1. Experience of cross organisational working, taking into account others views that harnesses the benefits of having a diverse workforce. 2. Experience of developing teams that takes account of the needs of diverse stakeholder groups.	Essential
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Main Contacts & Other Information
<p><u>Main Contacts:</u> Housing, Regeneration and Planning colleagues Homes for Haringey colleagues External partners</p> <p><u>Other Information:</u> This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>

Organisational Structure
Please provide organisation structure chart.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				N/A
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	50%	Use of a computer.	Yes	50%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	Yes	10%	Manual handling.	No	
Working alone or in isolation.	Yes	20%	Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	Yes	Occasional

Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	
Working shifts / unsocial hours / nights.	N/A		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

May be responsible for a Purchasing Card

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

No

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

No

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

No

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

No

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

No