

# Job Profile

Position Details	
Post	Community Safety Engagement Officer
Service Area	Regeneration, Planning and Development / Regeneration
Reports to	Senior Tottenham Community Safety Manager
Grade	PO1
Job Family	To be completed by HR

Role Purpose
<ol style="list-style-type: none"> <li>1. To work with key stakeholders in statutory and community sectors to strengthen community level response to Community Safety issues across Northumberland Park and Broadwater Farm estates.</li> <li>2. To build confidence and communication between the residents on Broadwater farm and Northumberland Park estates and the Police.</li> <li>3. To lead on developing, co-ordinating and planning community events that promote diversity, community cohesion and positive partnerships between the community and services.</li> <li>4. To increase crime reporting mechanisms and reports of anti-social behaviour in the given locality (Northumberland Park Broadwater Farm estate)</li> <li>5. To engage the community identifying and growing the capacity of key local champions and volunteers.</li> <li>6. To understand the local issues and contribute to their solution working with SCSM and the community to co-produce tangible solutions / diversionary activity to address community safety issues / concerns.</li> <li>7. To work in partnership across the organisation externally and internally co-operatively CYPS/ Public Health / School and Learning, Housing Homes for Haringey, community, safe guarding ensuring they are well sighted community safety issues that are affecting the community.</li> </ol>

Main Responsibilities
<ol style="list-style-type: none"> <li>1. Act as a point of contact between local communities, the Council's Joint Enforcement Team, Regeneration team and other service areas addressing Community Safety in Tottenham.</li> <li>2. To identify an agreed number of local Champions who will sustain any successful new ways of engagement and information flow</li> </ol>

3. To establish new and effective reporting mechanisms which are durable and can outlive the project
4. To plan and deliver community events with other services and assist in the organisation and provision of wider events (regeneration), exhibitions, displays and public meetings, where needed.
5. To ensure that high standards of “customer care” are maintained including telephone etiquette, e-mail communication, responses to correspondence / complaints etc.
6. To ensure that appropriate, robust and secure mechanisms for the filing and retrieval of information/data (electronic and paper) are established and maintained.
7. To maintain accurate contact lists, records and account for any devolved budgets or expenses.
8. To encourage a local knowledge hub of current community safety issues and best practice in order to provide advice, information and support where needed.
9. To liaise with a wide range of residents, officers and partners and maintain a high reputation for services to the public.
10. To contribute to improvements in all forms of public communication including in person and through written material.
11. To work occasional evening and weekends, as and when required.
12. To carry out any other duties as directed commensurate with the nature or objectives of the post.
13. To ensure that all projects are undertaken in an efficient and cost effective manner and fully contribute to the viability of the service.
14. Establish, develop and maintain effective working relationships within the team, service and wider partnership
15. Identify own development needs in relation to job role and ensure own continuing professional development to meet those needs.
16. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
17. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, i.e. Hazardous materials and relevant processes/legislations etc
18. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
19. Understanding and commitment to promoting and implementing the Council’s Equal Opportunities policies.
20. To undertake any other temporary duties consistent with the basic duties and/or

objectives of the post.

21. This position requires the postholder to undergo a DBS (Criminal Records Bureau) check.

#### Generic Responsibilities

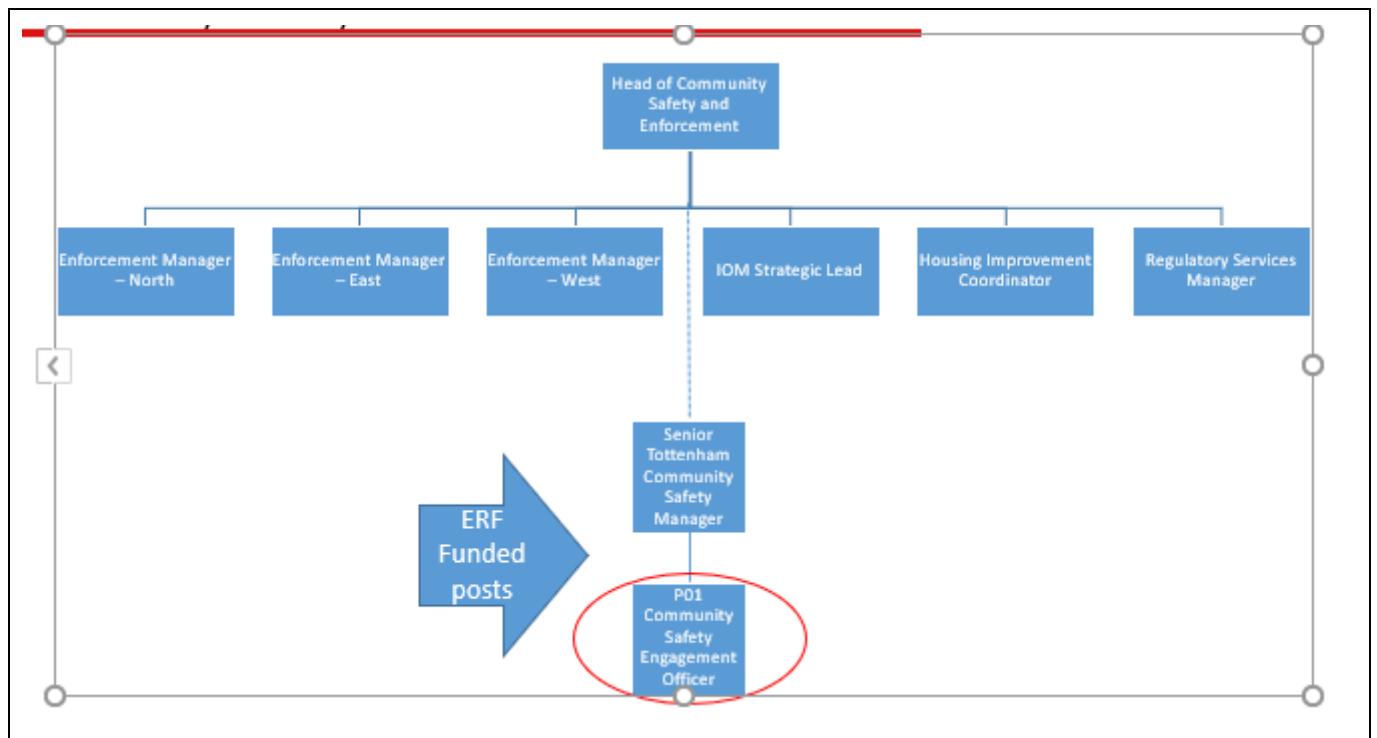
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Strong track record of successful engagement with residents, leaseholders, elected members, community groups and other stakeholders, building positive and productive working relationships.	Essential
2. Experience of project and event delivery developing, implementing, maintaining and monitoring projects to tight deadlines.	Essential
3. Ability to build and maintain high levels of trust with all concerned	Essential
4. Expert communication and interpersonal skills	Essential
5. Solid organisational and administrative skills	Essential
6. Ability to draft written replies to enquiries	Essential
7. Ability to relate successfully to a wide range of people, by telephone and face to face	Essential
8. Ability to work without constant supervision, to exercise initiative and meet deadlines	Essential
9. Ability to motivate and supervise junior staff and/or volunteers	Essential
10. Familiarity with basic level IT skills	Essential
11. Ability to consolidate a range of ideas into manageable actions	Essential
12. Ability to achieve consensus that matches reality not perception or special interests	Essential
13. Accounting/budget management	Desirable

14. At least 1 years engagement with tenants or residents within a mixed community area	Essential
15. Experience of working with a range of different partners and agencies with organisational differences	Essential
16. 1 years' administration experience	Essential
17. 1 years' experience of working with public servants or officials	Essential
18. Experience of Health & Safety	Essential
19. Understand the role of the police in the community	Essential
20. Understanding of Equal Opportunities	Essential
21. Ability to attend evening meetings and work occasional weekends	Essential

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>Delivery / operational staff in the following services;</p> <ol style="list-style-type: none"> <li>1. Tottenham Regeneration Team</li> <li>2. Environmental Services &amp; Community Safety</li> <li>3. ASBAT</li> <li>4. Homes for Haringey</li> <li>5. Neighbourhood Police Teams</li> <li>6. Registered Social Landlords</li> <li>7. Residents' Associations</li> <li>8. Safer London</li> <li>9. Homes for Haringey</li> <li>10. Children and young people service</li> </ol> <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>

## Organisational Structure



## 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?				No
Will the post holder be responsible for contract / agency / project staff?				No

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	40%	Use of a computer.	Yes	70%
Audio typing.	No		Crisis or conflict situations.	Yes	10%
Walking more than a mile.	Yes		Manual handling.	Yes	
Working alone or in isolation.	Yes	50%	Working in confined spaces.	No	
Driving a car, van or minibus.	No	15%	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	10%
Outdoor work involving uneven surfaces.	Yes		Standing or sitting for prolonged periods.	Yes	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Yes		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	Yes		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

<b>Resources</b> – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
Small delivery budget up to 10k
<b>Cash/Financial Resources</b> - 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
<b>Plant/Equipment</b> - 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
<b>Stocks/Materials</b> - 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
<b>Data Systems</b> - 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
<b>Buildings</b> - 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