

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Community Relations Officer	<b>Grade:</b> PO1
<b>Reports to (Designation):</b>	Community Relations Manager	<b>Grade</b> PO4:
<b>Directorate:</b>	Housing & Communities	<b>Section:</b> Housing

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#### **Main Purpose of the job:**

To support the development of strong community and stakeholder relationships and help manage the planning and delivery of consultations and community investment programmes. There will be a focus on managing the community investment fund, resident consultation and servicing meetings within the resident engagement framework, to ensure regulatory requirements are met, and that Lewisham Housing Service residents are engaged and informed about ways they can get involved in influencing services both informally and formally.

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#### **Summary of Responsibilities and Personal Duties:**

- 1. Developing and managing community investment projects**  
You must have the organisational skills to deliver the highest standard of customer service. You will be well organised and be able to prioritise your work and have experience of community engagement, planning meetings and providing advice to colleagues on best practice
- 2. Identify and establish strong positive relationships with key community stakeholders** such as Tenant and Resident Associations, Tenant Management Organisations, schools, GP practices, community groups and other service providers to support the development and community investment programmes. Identify, establish and maintain links with community networks to ensure the local community are well informed about the programmes and their aims.
- 3. Contribute towards the mapping of key conversations** having regard for statutory and regulatory frameworks on the recording of personal information. Input data and produce reports as required.
- 4. Collect, collate, assess, prepare and compile data**, in order to evaluate consultation events and community investment programmes to assess impact on residents, including the analysis of information for equality purposes.
- 5. Understand the social and economic needs and the demographic profile** of the local community.
- 6. Ensure the community and development programme web pages are maintained** liaising with colleagues and the Communications team to keep the pages up to date, accurate, interesting, relevant and meet regulatory requirements, this includes setting up, and ensuring minutes and details of resident engagement meetings are provided online.
- 7. Keep abreast of legislative changes and good practice within the sector**, attending training and events as necessary.

8. **Maximise opportunities for publicity** to enhance Lewisham Council's reputation
9. **Provide support for resident engagement meetings**, this includes setting and communicating dates for meetings, engagement with, and compiling and sending out of papers to committee/ panel members, liaising with relevant teams/ staff members where their attendance/ an update has been requested.
10. **Support residents and community groups to develop and deliver sustainable community projects to support Lewisham residents.** This includes meeting residents to discuss possible improvements, supporting communication with Lewisham Housing residents, accessing funding and arranging volunteers to support where required.
11. **Work outside normal office hours as required.**

### **Generic responsibilities**

- Maintain excellent customer service in all areas of work and ensure continued personal development
- Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity

**This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.**

Internal Contacts: This role requires engagement with a range of Lewisham Council staff including communities' teams, environmental services, communications, housing management, and all other areas required to consult Lewisham Housing residents.

External Contacts: Contractors (social value), funders, community groups, Lewisham Housing residents, social housing providers, Tpas.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.**

## PERSON SPECIFICATION

**JOB TITLE:** Community Relations Officer

**POST NO:** 54378

**DEPARTMENT:** Housing and Communities

**GRADE:** PO1

### **Note to Candidates**

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Knowledge**

- Knowledge of the Social Value Act **(S)**
- Knowledge of regulatory requirements that relate to consultation and use of personal information. **(S)**
- Knowledge of regulatory requirements related to resident engagement set out by the Regulator of Social Housing **(S)**

### **Skills**

- Able to engage with a wide range of audiences and seek feedback
- Able to set up surveys for residents and stakeholders that ensure feedback is representative and provides information that can be easily analysed
- Organised and able to plan all aspects of arranging and coordinating meetings with stakeholders (including Lewisham Housing residents)

### **Experience**

- Experience of managing community engagement projects from inception to evaluation **(S)**
- Experience of devising and delivering stakeholder, community consultation and engagement plans. **(S)**
- Experience of producing communications materials for residents and public/key stakeholders. **(S)**
- Experience of supporting social enterprises/ small businesses
- Experience of working with Young People
- Experience of planning and providing administrative support for formal meetings.

### **Professional Qualification and Education**

- Educated to degree level, or equivalent

### **Equality & Diversity**

- Experience of liaising with a diverse community, developing successful strategies and mechanisms for inclusion. **(S)**

### **Personal Qualities**

- Approachable
- Good organisational skills
- Good communication skills

**Circumstances**

- Able to work occasionally out of hours (evenings/ weekends) for pre-planned events/ meetings

DBS Disclosure Required?    No        Basic        Enhanced   

**(Tick as appropriate – guidance available from your HR Advisor)**

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post