



Community Development and Engagement Officer

Reports to:	Community Development and Engagement Team Leader		
Department:	Housing – Strategic Housing, Partnerships and Engagement	Grade:	PO1
DBS Status:	No	Politically restricted:	No
Job Purpose:			
<ul style="list-style-type: none"> Responsible for the operational delivery of the Council Housing Engagement Framework and the New Council Homes Programme engagement plan. Ensure that council tenants and leaseholders have a voice and influence the decisions made by Brent Housing Management and the Council is a leading example of resident engagement. Required to build positive working relationships with residents including the wider community, this can be through formalised groups such as resident associations or generally through consultation. The post holder expected to be a champion and advocate for high quality social housing and the people who live in these homes, exemplifying a culture that tackles stigma and promotes the values set out in the Social Housing White Paper. 			
Values			
Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.			
Overall Description			
<p>The role involves managing a broad range of internal and external relationships, including directors, senior managers, elected members, and various public, private, and voluntary sector partners.</p> <p>It requires developing strong partnerships, leading a high-performance team, and taking a key role in the development of council services.</p> <p>The position operates within a framework set by the CEO and Council but allows considerable autonomy in shaping services. The role also leads on policy development, ensures compliance with new legislation, and upholds high professional standards.</p> <p>The position is expected to be part of the Councils' emergency planning and resilience arrangement, including being on call Gold/Silver, and to demonstrate a commitment to embedding ownership throughout of this being everybody's business.</p>			

The postholder must conduct the duties in compliance with the Best Value Duty as set out in the Local Government Act 1999.

Job specific roles and responsibilities

1. To carry out and deliver activities which support both the Housing Engagement Framework and New Council Homes Engagement Plan
2. Work according to the standards as set out by the Social Housing White Paper and any subsequent or relevant legislation, regulations or guidance, with the constant aim of continuously improving the service's use of tenant engagement and service improvement.
3. To champion and identify opportunities for tenant/leaseholder engagement and service improvement, ensuring their views are integrated into the development and implementation of housing strategies, policies, procedures and practices, putting engagement at the centre of continuous service improvement across the housing service.
4. Liaise directly with all involved tenants/leaseholders and staff to provide a co-ordinated and meaningful approach to client engagement and service improvement in accordance with Council policy and statutory requirements
5. Work collaboratively and cooperatively as a team to effectively deliver engagement and service improvement projects.
6. To organise, facilitate and attend regular meetings with formal Tenant Committees, Panels and Forums, and any other engagement and service improvement activities, including those outside of normal office hours.
7. Coordinate the service's approach to engagement and service improvement activities, which may include, but is not limited to; roadshows, consultation and events, complying with all relevant health and safety regulations.
8. Support and/or involve Elected Members to carry out engagement activities and/or community development initiatives with tenants and leaseholders within their ward; deal effectively with correspondence and enquiries including those from MPs and Members.
9. Contribute positively to the promotion of tenant/leaseholder engagement and continuous service improvement by participating in training provided to officers within the housing service, particularly on any changes that influence the development of tenant involvement.
10. Support the provision of updates to all teams and senior management within the housing service on tenant engagement and service improvement activities and the impact achieved.
11. Monitor, record and evaluate the impact of tenant engagement, service improvement activities and community development activity within the Housing Service.
12. To ensure that residents/leaseholders, local stakeholders and Council Members are engaged in key decisions being made by Brent Housing Management including the New Council Homes Programme, estate improvements and policy or process changes Where appropriate, to establish and support local resident groups to provide input on consultation and engagement activities and contribute to the design and delivery of council housing.
13. To work with elected members and resident associations to deliver events for their local communities and create a positive sense of neighbourhood on Council estates.

14. Support the management and monitoring of Resident Associations including required governance.
15. Support Resident Groups living in Council Estates to be aware of and access grant funding to deliver initiatives for their community.
16. To act as an advocate for the Housing Service and represent the Council at public and community events as appropriate.
17. Be a champion for residents having a voice, feeling respected by the housing service by encouraging colleagues to see the value of involved residents.
18. Support the service to deliver all tasks required to achieve the TPAS engagement standards.
19. Support the production and implementation of communication plans and or resident focused campaigns ensuring materials are accessible to all and promote key messages on behalf of Brent Housing Management and the New Council Homes Programme.
20. To ensure all consultation and engagements are undertaken to the highest standard, meeting any legislative, policy or funding requirements and effectively engaging our diverse

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

- Knowledge of consultation and engagement case law/best practice/national principles including understanding of equalities legislation and specific duty to engage
- Knowledge of how to manage consultation and engagement activities

Experience

- All aspects of consultation and engagement relevant to new build or regeneration projects including planning, stakeholder mapping, running events (in person and virtual), results analysis and presentation, evaluation.
- Utilising a wider range of different consultation and engagement techniques
- Monitoring and evaluation tools to demonstrate the effectiveness of engagement activities
- Working with elected members
- Presenting to residents and community groups in both informal and formal settings
- Establishing and supporting community groups

Skills and Abilities

- Ability to work with elected members on community development and engagement activities in their ward
- Excellent verbal and written communication skills, including presentation skills
- Excellent attention to detail, including ability to produce published and public facing communications
- Excellent people skills and a good understanding of the needs to different community groups, with an ability to draw on this to engage a range of communities
- Ability to provide advice and information to inform and persuade decision makers both verbally and in a report formal
- Ability to be flexible and attend evening and weekend meetings or respond to unplanned / urgent meetings in response to escalated concerns
- Able to demonstrate personal resilience and tenacity, with the ability to engage with individuals who display challenging behaviour.
- Ability to take responsibility for own activities, decisions and outcomes, manage resources and workloads and consistently meet deadlines.
- Ability to identify effective solutions and make sound judgements and decisions.
- A strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism.
- Ability to champion the voice of residents and identify opportunities to deliver service improvements that promote the principles of equality, diversity and inclusion.

Budget Responsibility and Overall Headcount

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs