

## Role Profile

# Community & Communications Officer

**Role:** Community & Communications Officer (x2)

**Status:** Permanent posts (Full-time, Part-time or job share welcome)

**Salary:** £28,440 - £34,254 pro-rata (depending on experience)

**Reporting to:** LCBS Programme Director

## Purpose of Role

To undertake a range of duties in relation to the provision of community led housing, which will include:

- Resident consultation.
- Allocation of new build affordable homes.
- Managing the interface, communication and co-ordination between the residents, affordable housing delivery team, stakeholders and JMB service areas.
- Providing governance and administration support.
- Communicating the work of CBS through the use of social media.

## Main duties and responsibilities

### Housing Needs

- Undertake housing need assessments as required and allocation of the properties.
- Undertake analysis of housing needs assessments.

### Allocations

- Allocation of properties to new residents in line with housing register.
- Support incoming residents with design choices and move.

### Communication & Consultation

- Organise community consultation events, including ones to design new housing proposals.
- Establish and maintain effective working arrangements with residents, Tenants and Residents Associations, and other community groups.
- Work closely with the JMB service areas, including housing management and maintenance, to ensure a coordinated and efficient approach to housing projects is adopted.
- Keeping residents informed of progress and choices, through a range of channels.
- Communicate the work of the CBS through a range of channels, including the use of social media.

### Estate Improvement Plan

- Co-ordination of the estate improvement plan, for the JMB estates, to identify and prioritise opportunities to deliver affordable homes, major works repair and improvement to the public realm.

### Finance

- Finance administration, including raising purchase orders, authorising invoices, ensuring compliance with all relevant expenditure guidelines and targets.

### Governance

- Provide administration support to the CBS Board, and other meetings as required, including organising papers and taking minutes of the meetings.
- Promoting membership of CBS

### Policies and Procedures

- Develop and implement robust LCBS policies and procedures that incorporate good practice - including consultation, allocation and handover procedures.
- Maintain up to date knowledge and understanding of issues relating to the community, and ensure this is reflected in LCBS policies and procedures.

### Other

- Perform tasks and duties in addition to those set out in this job description as reasonably requested by LCBS Programme Director, LCBS Board Directors and igloo Development Managers.

**Person Specification**  
**Community & Communications Officer**

**Experience**

Demonstrable experience of:

- Supporting local communities to provide community facilities.
- Developing policies and procedures in relation to the work area.
- Managing the interface, communication and co-ordination between the residents and other stakeholders and groups.
- Managing resident and stakeholder consultation for new build housing schemes, including the development of consultation strategies in diverse communities.
- Preparing progress-monitoring reports for internal and external clients.
- Maintaining financial/budgetary management information and reporting systems.
- Preparing documentation for internal boards.
- Establishing and maintaining databases for a range of information.
- Servicing meetings and managing mailshots.
- Developing and maintaining successful internal and external client relationships.

**Knowledge and Understanding**

Sound knowledge and understanding of:

- Issues relating to TMO communities, including the provision of affordable homes.
- The key components of robust policies, procedures and management systems.
- Tenants and Residents Associations, Local Authorities, DCLG and the GLA.

**Skills and Abilities**

The skills and ability to:

- Work pro-actively to deliver to challenging targets.
- Organise and co-ordinate various work streams and groups.
- Anticipate, identify and respond to problems to avoid crises and exercise sound judgment and discretion in making decisions.
- Work pro-actively and build strong working relationships with residents, community groups, partners, consultants, funders and other stakeholders.
- Communicate effectively with diverse stakeholders, through a range of channels, including the use of social media.
- Maintain effective management and financial information systems to monitor and report on key targets.
- Develop robust policies and procedures, and produce clear and coherent reports and briefings to a range of audiences.
- Deal with challenging situations.

**Special Conditions**

Able to work and attend meetings out of normal office hours.