

Job title:	Community Development Officer
Department:	Housing & Customer Services
Reporting to:	Community Team Leader
Band	13
Job code	5201

Purpose of job

Taking the lead on community development and resident involvement by ensuring that residents of all tenures and those moving into new schemes integrate into the wider community, to build community cohesion and help promote neighbourhood identity.

Key duties and responsibilities

- Develop successful customer relations and ensure that the quality of service provided to residents is of a high quality and brings to life Abri's values of improving lives and empowering communities.
- Produce and manage Community Plans through consultation, profiling data and research, analysing outcomes to make sure the right resources and interventions focus on what is most needed within the community. Social value and value for money must be clearly identified
- Work jointly with residents of all tenures and diversity as well as external partners, to ensure they have opportunities to be involved in decision-making that affects their homes and the community at large
- Research, compile and submit bids for external funding opportunities that will improve the overall neighbourhood and community involved
- Plan and manage community projects including budgetary control, value for money, marketing & promotion as well as overall communication
- To lead on the operational delivery and co-ordination of projects and training issues relating to topics such as health and employment for residents, volunteers and other organisations. These will include prevention and life-style changes; sustaining joined up working with partners in community organisations and statutory services where necessary

Other duties

- Managing complex cases that involve a range of services and external partners
- Develop and maintain effective joint working relationships with staff throughout Abri and external agencies including local councillors, MPs, local authority partners, Police, health providers, local schools, charities, developers and local businesses
- Take the lead on the development and implementation of service, estate and neighbourhood agreements

- Produce newsletters and other promotional material and publications. Provide copy for publications and websites
- Promoting digital inclusion and considering social media methods to improve communication with residents
- Attend external events in order to promote the work of Abri, other relevant social housing providers and stakeholders
- Arrange, attend, minute and chair meetings and support residents to develop their skills, confidence and capacity through training and mentoring
- Put in place appropriate diversionary activities to resolve conflicts within neighbourhoods and communities as appropriate
- Keep records, monitor and evaluate activity as required and establish clear goals for activities to enable evaluation
- Provide advice and information on such matters as legislation, governance, grants, resources/services, finance and administration to residents groups and residents in general
- Actively recruit residents to participate and take the lead in local community events and projects as well the work of Abri
- Through job shadowing and visiting high performing organisations keep up to date with housing and community development best practice
- Represent Abri and key stakeholders at inter-agency, liaison and project meetings relating to area of work
- Respond to written and telephone enquiries from customers and external partners in line with Abri's customer charter standards
- Deal with difficult, sensitive and challenging behaviour and situations
- The nature of this post requires evening and weekend work. There is therefore a requirement to attend evening, weekend and 'out of hours' meetings as required
- Represent Abri, other relevant social housing providers and stakeholders externally as appropriate.
- Carry out any other duties appropriate to this post, as necessary or as requested.
- Promote awareness of risk management issues and ensure that all services allocated to the post are managed in accordance with good risk management practice.

Knowledge, skills and experience required

- Evidence of customer involvement and consultation techniques and of putting them into practice
- Evidence of delivering a public service
- Experience of dealing with complex enquires and complaints
- Experience of managing projects

- Evidence of securing external funding/partnership working
- Evidence of working in a busy, results orientated environment
- Evidence of working with communities to secure improvements within communities
- Evidence of ability to use Microsoft suite of applications
- Knowledge of current housing legislation and statutory guidance in relation to housing management
- Full clean driving licence and/or ability to travel in a timely and efficient manner to visit tenants and attend meetings, frequently located in areas not covered by public transport