

COMMUNITY ENGAGEMENT MANAGER

RECRUITMENT PACK





HELLO...

Lewisham Homes is a not-for-profit housing provider established by the London Borough of Lewisham. We manage 19,000 homes on behalf of the council, operate our own maintenance company, and invest in the local community. We are also a key delivery partner in the Mayor of Lewisham's new homes programme which aims to deliver 1,000 new social homes by 2022.

In an inner London borough, where diversity is a defining characteristic and a key strength, we are committed to being an inclusive organisation, engaging with and empowering our staff, residents and other stakeholders. We recognise the impact that a secure, quality home has on life chances and we work in partnership with Lewisham Council and other partners to build and invest in safe, attractive and sustainable neighbourhoods.

As a major local employer with over 500 staff, we are proud to hold the Investors in People Silver Standard. We're passionate and proud of developing our staff, delivering excellent customer experiences and growing our business to shape a great future. To do this, we need innovative thinkers, who lead each project with energy and excitement. If you share our ambition, we hope you'll consider joining us.

A MESSAGE FROM THE CEO

Thank you for expressing an interest in joining the team at Lewisham Homes.

It's an exciting time to be joining us. We work in a vibrant and thriving borough, with a rapidly expanding population, but we face an acute shortage of housing, and high levels of inequality. We are committed to working with Lewisham Council to increase the supply of much needed new social homes. With a new Director of Development in place, we are looking to expand the Development team to facilitate this and as such, we need people who share our passion to tackle the housing crisis and our ambition to build 'thriving communities and places people are proud to call home'.

If you have a demonstrable track record of community liaison work, and you can bring energy and fresh

thinking in order to drive forward an ambitious building programme we want to hear from you. You will have a collaborative approach that creates a positive can-do culture. This is an exciting opportunity to play a key role in our new build programme that will help shape the future of our borough.

For an informal discussion about the role please contact our recruitment partners Ocean Edge Executive Search on 023 8000 1153.

Margaret Dodwell
CEO
Lewisham Homes

Working in partnership with Ocean Edge Executive Search www.oceanedge.biz/lewisham

OUR MISSION

To provide safe, quality homes, deliver efficient services and enhance life chances.

Our ambitions are:



Our values are:



COMMUNITY ENGAGEMENT MANAGER

Salary: £44,000

Based: Catford, London, SE6

Reports to: Head of New Initiatives

Direct Reports: Community Engagement Officer

Our development team is charged with identifying and delivering new high quality housing across Lewisham.

We have ambitious targets to achieve in tackling the housing crisis and meeting the Lewisham Mayor's aim of building 1,000 new homes. Lewisham Homes as delivery agent for the Council are delivering 500 new social rented homes.

We are looking for a Community Engagement Manager to oversee the Development Engagement team to support the successful delivery of a residential led mixed use development within a major regeneration scheme.

The role involves overseeing all communications and working to support and empower Achilles Street regeneration scheme that has just received a positive GLA ballot from residents for the redevelopment of the existing estate and part of New Cross Road. This mixed use, mixed tenure scheme will provide approximately 450 new homes and a range of socio economic community projects.

You will be joining an experienced, dynamic team that has been built in the past six months and is delivering innovative projects with excellent community involvement at the heart of them.

You will need a proven track record of community liaison work and possess excellent communication and team leadership skills, plus the ability to work in partnership as part of a cross-organisational team.

Main purpose of the role:

You will lead on engaging and empowering communities, facilitate stakeholder relationships, deliver socio-economic projects, manage social value in procurement and monitor the outcomes, lead communications with the Communications team and manage events throughout the life of the Building for Lewisham programme. You will support the promotion of the programme across a range of media.

The Building for Lewisham programme, that Lewisham Homes are delivering on behalf of Lewisham Council as delivery agent, will provide 500 new social rented Council homes in the Borough of Lewisham and regenerate Achilles Street in New Cross. In addition to this, intermediate and private sale housing and commercial will be delivered.

Responsibilities:

- Lead and manage the team, ensuring an inclusive, effective customer focused service.
- Take a lead role in building and maintaining relationships with stakeholders and community groups to ensure the effective delivery of the Building for Lewisham programme.
- Ensure inclusive stakeholder strategies for each development site including community mapping exercises are conducted and reviewed regularly.
- Ensure action plans to address key issues arising from engagement and consultation are developed and reviewed regularly, identifying key work streams and resource requirements and demographic information to ensure it addresses the diverse range of needs of the local area and impact on residents can be assessed.
- Be the lead person for the organization of consultation and engagement events and workshops, ensuring risk assessments are carried out and relevant insurances are in place.
- Ensure projects, events and activities evidence good value for money, are auditable and expenditure is within budget and Equalities Analysis Assessments are carried out.
- Identify new sources funding and manage the submission of bids.
- Work with the Head of New Initiatives to deliver the procurement appointments of Independent Tenant and Leaseholder Advisors and Consultation companies to deliver statutory Planning consultation and manage the monitoring of these appointments.
- Be the key liaison person with Lewisham Homes Communications team, Community Relations and Lewisham Council's Communication team.
- Ensure the design and delivery of the statutory Section 105 consultation where required is complaint.
- Ensure the Commonplace web portal and other media is up to date, open and transparent and feedback is provided back to the Project Managers in New Initiatives and Delivery.
- Design and deliver a youth engagement strategy and monitor outcomes, liaising with the Young Mayor and other stakeholders.
- Create consultation and communication materials for the Building for Lewisham programme
- Work closely with the New Initiatives Managers and Development Managers to help guide and coordinate the programme, pre-engagement and Planning consultation and delivery programme on site.
- To work with the Regeneration Development Manager to ensure that community engagement is Best Practice, inclusive and sustainable and identify, organize and deliver community projects that support the regeneration programme and ensure the Regeneration Resident Charter is complied with.
- Ensure transparent communication and engagement with regularly updating the Development web pages, produce letters, newsletters, questionnaires, flyers, statutory notices and social media updates with the Communications team.
- Design and deliver surveys and analyse data results and produce reports
- Manage the facilitation, development, training and support of Steering Groups and Community Design and Communication Champions.
- Develop and deliver training and information programmes for community groups, resident representatives, commercial organisations, Members and internal stakeholders.
- Attend Project Teams and Boards for development schemes and regeneration schemes
- Provide regular updates on the programmes to the Head of New Initiatives for Board and Mayor and Cabinet reports.
- Lead the social value requirements with a clear pathway programme, delivery and monitoring and work with the Community Relations team to provide an annual report on initiatives and outcomes.
- To lead the monitoring and evaluation of the community engagement work and share learning.
- Liaise with Lewisham Council's Communications team for sign off on Communications
- Organise and minute meetings as required.
- Keep abreast of legislative changes and good practice within the sector, attending training as necessary and ensure the team is knowledgeable of tools and techniques for effective consultation and engagement and complaint.
- Work outside normal office hours as required.
- Maintain excellent customer service in all areas of work.
- Comply with Lewisham Homes policies, including contractual standing orders, financial regulations and all HR policies and procedures in particular Health and Safety and Equality and Diversity.

Leadership and development

- Work collaboratively across the development team to share knowledge and expertise
- Approach activities with a positive can-do attitude, demonstrating real ownership of issues and delivering on commitments.
- Approach challenging targets with an open mind.
- Act as a role model and ambassador for Lewisham Homes values and culture.
- Proactively pursue continuous development of personal skills through internal and external learning, including attending Development CPD's.
- Help build the profile of Lewisham Homes within the sector.

Health & Safety

- Ensure lone working training and risk assessments for the team are carried out.
- The postholder is required to comply with all Health & Safety at work policies, procedures and guidelines which form part of this job description. The postholder must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their line manager or other manager.

Safeguarding

- LH is committed to safeguarding and promoting the welfare of vulnerable adults. Safe recruitment of staff is central to this commitment, and LH will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to vulnerable adults.
- All staff working with Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of vulnerable adults when applying for posts at LH.

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

PERSON SPECIFICATION

Community Engagement Manager

This details the key competencies (knowledge, skills and abilities) required to complete this role. For the purposes of recruitment and selection the indicators below will be used in the shortlisting and assessment process for this role. You should therefore address these areas fully in your application.

Safety first

- Doesn't walk by a potential safety hazard – reports it or takes action appropriately
- Ensures own actions doesn't put themselves and others at risk
- Learns from incidents and "near-misses"
- Demonstrates personal responsibility for safety of themselves and customers/colleagues
- Raises safe-guarding concerns using the appropriate channels
- Takes responsibility for own safety and creating a safe working environment

Excelling with customers

- Is helpful to residents/customers thinking about their situation and what they might do to assist them
- Recognises the impact they can make on residents/customers and strives to be constructive.
- Shows empathy for residents/customers. Is inclusive, respectful and values the diversity of our residents/customers.
- Adapts working style to meet the diverse needs of our residents/customers
- Manages their own emotional behaviour, ensuring they remain "in the black" under pressure.

Collaborative with colleagues/partners

- Works positively and helpfully with colleagues and partners (not just in their team)
- Acts a trusted colleague, can be relied on to contribute
- Is inclusive, respectful and values diversity
- Manages their own emotional behaviour, ensuring they remain "in the black" under pressure
- Is considerate of how their actions impact others and their work

Takes responsibility for delivering

- Takes responsibility for own actions, strives to deliver an excellent service to a high standard.
- Is professional.
- Delivers to commitments – does what they say they will do.
- Talks positively about the organisation, commits to its vision and mission in their work.
- Takes pride in their work.
- Takes direction from their leaders
- Prepared to take the initiative when operating alone and shows a 'can do' attitude under pressure.
- Plans their work to meet objectives.
- Works with honesty and integrity.
- Delivers Value for Money – considers cost, time and value in their actions.
- Actively tries to help others solve their problems, thinking about solutions which help solve the issue.
- Delivers in accordance with policy/procedures and statutory obligations
- Makes decisions within their power to make

Learns and innovates

- Flexible in attitude and approach: is willing to adapt approach and work practices in light of LH business requirements and feedback.
- Is aware of personal strengths and weaknesses, seeks out ways to work to strengths and develop weaknesses.
- Listens openly to feedback– seeking to learn and striving to be the best they can be
- Tries to improve service and personal standards; challenges work practices looking for better, more efficient solutions.
- Remains constructive even when under pressure and living through change; is positive and not cynical.

Communicates effectively

- Listens to others when they speak, is respectful.
- Considers the best form of communicating to others
- Structures information and responses clearly and concisely.
- Asks questions of others to understand the situation/problem
- Keeps residents and colleagues informed of actions and next steps (prefacing, time-speak and foreshadowing).
- Consistently uses a Positive First Response
- When writing to residents/colleagues uses organised customer friendly writing (titles, bullets, tables).
- Ensures response addresses questions/points raised.
- Uses concise and easy-to-understand language (avoids big words and needless sentences).

Skills and experience

- Excellent written and oral communication skills, able to adapt as appropriate to accommodate different audiences, able to deliver formal presentations and write reports.
- Able to lead and motivate the team and deal effectively with performance issues.
- Has a clear vision for the team and ability to deliver excellent customer services, encouraging the team to collaborate with colleagues and seek feedback.
- Able to negotiate and influence.
- Able to adapt to changing circumstances and priorities.
- Expresses opinions, information and arguments clearly.
- Probes for further information or greater understanding.
- Works productively in a high pressure environment involving shifting priorities.
- Freely collaborates and shares both information and knowledge.
- Remain open to other people's points of view and receptive to new ideas.
- Knowledge and demonstrable practice of evaluation techniques and practices in communications.
- Understanding of public affairs including the mutual impact of a local political environment.
- Experience of developing and delivering stakeholder engagement mapping and plans.
- Experience in the fields of housing, regeneration and community engagement.
- Experience of producing communications materials for residents and public/key stakeholders.
- Experience of liaising with a diverse community, developing successful strategies and mechanisms for inclusion.
- Knowledge and experience of Planning legislation and the various stages involved in the development process.
- Shows evidence of clear analytical thinking, gets to the heart of complex problems and issues, applies own expertise effectively, communicates well in writing and verbally.
- Responsive to customer/stakeholder needs, keeping them up to date and informed.
- Remain calm and professional when under pressure and solution focused.
- Sensitive to reputational issues.
- Consults, listens and shows empathy to others.
- Knowledge and experience of the Social Value Act and regulatory requirements that relate to consultation and use of personal information.
- Experience of GDPR policies and procedures with consultation and engagement.
- Experience of delivering procurement projects.
- Experience of engaging Hard to Reach members of the community.
- Experience of managing and motivating staff.
- Experience of stakeholder management.
- Experience of attracting new funding, managing budgets and contracts.
- Knowledge of formal resident engagement and informal activities.

Education and Qualifications

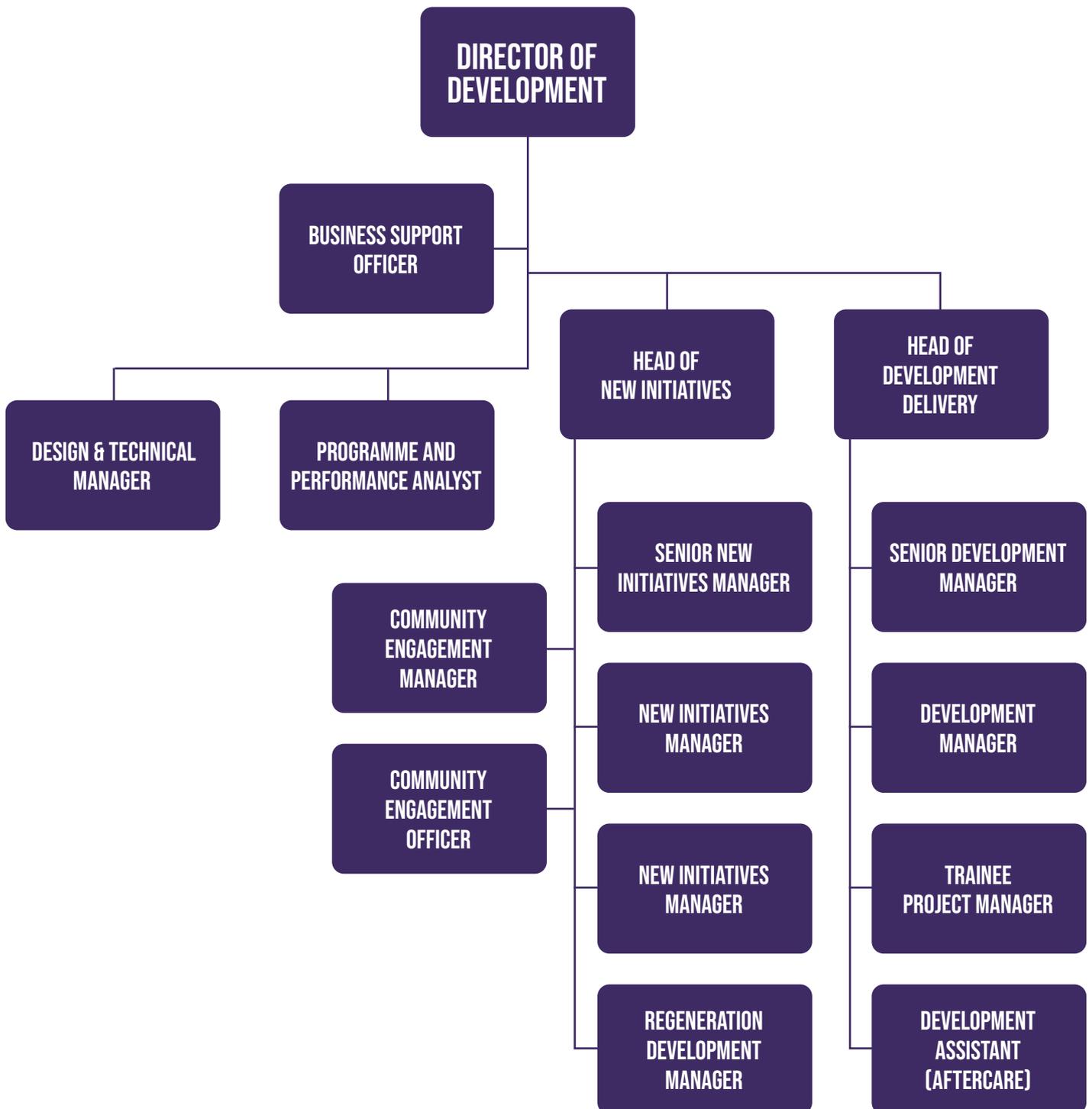
- Educated to degree level or equivalent - Desirable

To apply

Please email your CV to our recruitment partners Ocean Edge, email: jobs@oceanedge.biz
Closing date is Monday 9 March, 2020. Interviews will be held on Monday 16 March, 2020.

If you would like an informal discussion about this opportunity please get in touch with the Ocean Edge team on 023 8000 1153 or email philipfoster@oceanedge.biz

DEVELOPMENT STRUCTURE



REWARDS AND BENEFITS

As you help shape a brighter future for Lewisham, you will be recognised and rewarded for your achievements with highly competitive pay, generous benefits and flexible working arrangements to match your priorities and commitments.

Pension

The Local Government Pension Scheme provides a flexible and portable plan that will help you put money aside to provide you with an income when you reach retirement.

Interest-free season ticket loan

To help you get to and from work we can lend you the cost of a season ticket – interest free – and deduct it from your salary over the next 12 months.

We also offer:

- Generous annual holiday, starting at 26 days a year
- Interest-free bike or computer loans
- Discounts through our partners for redecorating your home
- Discounts at local shops and cafes
- Social events and activities throughout the year



Working in partnership with Ocean Edge Executive Search www.oceanedge.biz/lewisham

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