

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

| JOB DESCRIPTION | |
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| Job title: | Community and Estates Development Officer |
| Service: | Housing Operations |
| Team: | Property Services Team |
| Location: | The Burys, Godalming, Surrey, GU7 1HR |
| Reporting to: | Housing Operations Manager |
| Responsible for: | N/A |
| OUR ORGANISATIONAL VALUES | |
| Openness | In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent . |
| Excellence | In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success . |
| Fairness | In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available. |
| Team Work | In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals. |
| Taking Ownership | In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome . |
| PRINCIPAL PURPOSE OF THE ROLE | |
| <ul style="list-style-type: none"> • Assist Housing by developing / trialling new services including revenue generation schemes • Complete regular communal block and estate inspections to ensure high standards of compliance are being maintained, monitor fire risk hazards and to identify future projects. | |

- Assist both the surveyors and inspectors with planned works for identifying key estate improvements and help manage planning process for estate improvements
- Develop the use and lease arrangements of all unused and under-utilised community rooms and housing land
- Identify and manage community projects on our major housing developments and to help fundraise on behalf of news groups that emerge to help our estates e.g. from the community rooms

MAIN DUTIES AND ACCOUNTABILITIES

The role is split into three main areas of accountabilities: block inspections; community development work and service improvement:

General:

- Have responsibility for income and recharges up to £30,000 p.a
- Be able to use INTEND tendering software

Block and Estate Inspections

- To coordinate a series of regular block inspections across the Borough which will highlight potential work needed on estate and compliance works including trees, paths, potholes, parking improvements, bollard installation, lighting, renewed lining, signage and ecology
- Working alongside the Compliance Manager manage, coordinate and record regular monthly fire hazard inspections of the communal areas and estate blocks within the borough. Ensuring that tenants are notified of the breach of their tenancy to ensure they have opportunity to rectify issues, to finding solutions and ultimately taking preventative action to remove hazards where engagement fails
- Ensure all stakeholders are kept aware of the inspections including Housing inspectors, asset managers, T&E officers and Tenant Involvement using agreed form and reporting procedure
- Ensure reporting is logged in case management
- Organise minor works / INTEND quotes for agreed estate works and ensure that all RTB and leaseholders are aware of works and their responsibilities towards the upkeep of estates. Ensure all ecology work is carried out under appropriate licenses. Ensure all planning applications lodged properly where appropriate
- Liaise with legal regarding access, license and responsibility for communal areas on identified on estates

Community Development

- To assist housing development with community projects surrounding major housing developments eg. Ivor Goodsite projects in schools
- To manage remaining community rooms within housing stock to ensure maximum usage and community benefit
- To liaise with remaining leaseholders of community rooms to ensure lease arrangements are working well
- To fundraise for specific projects on behalf of our communities eg. Health lottery funding
- Work with community and residents groups to develop estate and communal standards to feed into the Housing overall asset strategy.

Tenancy Support Services

- To develop, pilot and manage new services which assist T&E officers in their work with tenants
- Tree Service
- Gardening Service
- Fencing Service
- Contract manage these services and ensure all paperwork is kept relevant and on case management system
- To develop estate plans along with RTB and leaseholders to enable investment into our estates reflects both the liability of different tenures and the plans of all those who live there.

Customer Service

- Corporate - Deliver excellent service to customers in line with published service standards
- Equality and Diversity - Actively promote the Council's Equality and Diversity policy in all aspects of your duties
- Safeguarding - Adhere to effective safeguarding practice for vulnerable adults and children in accordance with the Council's policies, guidance and protocol
- Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to, and encouraged to meet their full potential by working in a non-threatening environment free of harassment and/or bullying
- Data Protection - Ensure that the principle of confidentiality and the requirements of the Data Protection Act are fully applied to the work of your service area
- Information Sharing - Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies

Training and Development

- Identify and undertake training and development opportunities as required to ensure the available skills are in place to meet business objectives, and to enable the achievement of potential

Teamworking and Communication

- Support cross functional working and share resources across the Tenancy and Estates Team, and the wider Housing Service to meet operational targets and priorities

Service Development and Improvement

- Contribute to service development and improvement planning and share ideas with your line manager
- Participate in case reviews to find solutions, agree the escalation of cases, and ensure that the lessons learnt from cases are disseminated and are embedded in the Council's procedures where appropriate

- Investigate complaints in line with the Council's policy and share and embed any learning to aid service improvement

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required
- Asbestos – Have a clear understanding of the Council's Asbestos policies and procedures and take appropriate action and report any cases as required by the policy

DIMENSIONS OF THE ROLE

- Number of tenancies: 5,000 properties
- Number of Community and Estate Development projects: c. 15 per annum
- Number of funding applications:c. 4 per annum
- Number of estate inspections per year: 120
- Number of community rooms to manage: 3

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

Duties include but are not limited to:

- Access to Community and Estates Development Budget of £70,000
- Limit on responsibility / decision making for any one project £10,000 p.a.
- Contract management of services worth up to £15,000 p.a.
- Supporting communities to develop services around their needs
- Supporting tenant involvement and participation
- Promoting community cohesion and good relations
- Dealing with correspondence, complaints, Freedom of Information requests and Members enquiries

PLANNING/ORGANISING/CONTROLLING

- Developing and implementing Estate and Community Development plans
- Submitting planning applications where necessary
- Leading and coordinating the delivery of activities

CUSTOMERS AND CONTACTS

INTERNAL

- All staff and members within the council

EXTERNAL

- Tenants
- Leaseholders

- Tenant and Resident Groups
- Members of the public
- Contractors
- Suppliers and Service Providers
- RTB Freeholders
- Other statutory and voluntary partner agencies

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form to be shortlisted for this role.

| | PERSON SPECIFICATION | | | |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------|-----------------------------------------------------------------|--------------|
| | ESSENTIAL CRITERIA | HOW ASSESSED | DESIRABLE CRITERIA | HOW ASSESSED |
| QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE | HNC/D in Housing or another relevant housing qualification or significant relevant experience in a housing setting | A/I | Training related to Community Development approaches/techniques | A/I |
| | Well developed IT skills with knowledge of Microsoft Office at intermediate level, and of housing systems | A/I | | A/I |
| KNOWLEDGE /TECHNICAL SKILLS | Considerable experience of working in social housing and Community Development | A/I | Financial and budgetary reporting | A/I |
| | Knowledge of good practice and service improvement in Community Development | A/I | Effective contract administration | A/I |
| | Knowledge of grounds maintenance including ecology, tree management systems, utilities and their impact on works | A/I | Experience of Public Sector Procurement | A/I |
| | Knowledge of good practice in Health and Safety in particular Lone working and asbestos | A/I | | |
| COMMUNICATION | Ability to communicate clearly and effectively to achieve the purpose of the post | A/I | Effective complaints management | A/I |

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|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----|----------------------------------------------|-----|
| | Strong negotiation and persuasive skills | | | |
| CUSTOMER SERVICE | Understanding of and commitment to promoting equality and diversity in service delivery and employment. | A/I | Experience of dealing with vulnerable people | A/I |
| | | | Considerable knowledge of Safeguarding | A/I |
| TEAM WORKING | Effective team and multi-agency working | A/I | | |
| | Ability experience of working with key stakeholders such as Members, multi agency partners or contractors | A/I | | |
| MANAGING SELF AND OTHERS | Ability to manage self and prioritise workload and meet targets in a busy environment | A/I | | |
| | Ability to take initiative and lead on projects | A/I | | |
| CAN DO APPROACH / ACHIEVING RESULTS | Takes personal responsibility and ownership for decisions, actions and consequences and learns from experience | A/I | | |
| ADDITIONAL SPECIFIC REQUIREMENTS | For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. | A/I | | |
| | Ability to work evenings and weekends | A/I | | |
| | Able to work outside normal working hours and attend evening meetings | A/I | | |

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| | Full and valid driving license, business insurance and use of car | A/I | | |
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How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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| For Official Use only | | | |
| Job title: | Community Development Officer | Post no: | HH28 |
| Service: | Housing | JE score: | 289 |
| Team: | Tenancy and Estates | Pay band: | 7 |
| Location: | The Burys Godalming, Surrey GU7 1HR | Position type: (if part time, working pattern) | Full time 37 hours per week |
| Competencies: (level 1 – 4) | Communication: | 2 | |
| | Customer Service: | 3 | |
| | Team Working: | 2 | |
| | Managing Self and Others: | 2 | |
| | Can do approach/Results | 2 | |
| REVIEWED BY: | Operations Manager | DATE: | January 2021 |
| CHECKED IN: | Human Resources | DATE: | January 2021 |
| LAST UPDATED: | Human Resources | DATE: | January 2021 |