

JOB DESCRIPTION

JOB TITLE:	Community Involvement Officer
RESPONSIBLE TO:	Community and Partnerships Assistant Manager
DEPARTEMENT/ SECTION:	Community and Partnerships Service
SALARY (£):	Grade 7

MAIN PURPOSE OF THE JOB

Our customers have always been at the heart of what we do – it’s why we are here and why we will always look at ways to improve the experience that we provide to our customers. Our ethos is to listen, understand and act on what our customers are telling us.

What you’ll do

You’ll play an integral role in implementing our customer participation and community engagement programme, whilst supporting the Communities and Partnership Team with the delivery of various projects, schemes and activities.

What we’re looking for

An enthusiastic person with excellent people skills, who is committed to the ethos of community involvement. This person will be a team player, who will be willing to contribute new ideas to the team and challenge existing ways of working.

KEY RESPONSIBILITIES

- Support the Community and Partnerships Team to deliver a service which is focused around our customers and communities.
- Contribute towards the implementation and successful delivery of Adra’s ‘Eich Llais/Your Voice’ Customer Participation Strategy and Framework
- Support the delivery of community engagement projects, schemes and activities which include, but are not limited to, estate visits, area chats, open days etc
- Support the delivery of community development and benefit projects, schemes and activities which include, but are not limited to, environmental days and initiatives, health and wellbeing projects, events which promote the welsh language and culture in the community etc, in line with Adra’s Corporate Plan priorities.
- Support with the day to day delivery and administration of Adra’s Academi Adra scheme.
- Provide support with the collection and analysis of data for the purpose of performance reporting and measurement of Social Value.
- Support the delivery of Adra’s poverty and cost of living support through the administration of the Energy Warden Scheme, attendance and support of Job Fairs, Poverty Support Events etc
- Develop relationships with key internal and external stakeholders and identify opportunities for partnership working for the benefit of our customers and communities.

- Act as a champion for customer participation, community engagement and involvement within the organisation.
- Provide general administrative support to the service.

General

- Contribute to the 'one team' approach throughout Adra, providing a consistent service to customers and assistance to colleagues throughout the organisation as required.
- Adhere to Adra policies and procedures and contribute to delivering service plans and objectives as required.

Service Delivery

- Ensure the excellent provision of services to customers and other service users, driving customer satisfaction for the work of the Communities and Partnership service and wider organisation.
- Ensure that performance targets are met relating to the allocated area of work.
- Ensure effective communication and working relationships with colleagues across the organisation, and external agencies/ organisations.

Business Development

- Contribute to the delivery of change initiatives within the service.
- Involved in undertaking effective consultation with customers and other relevant stakeholders.
- Communicate effectively with customers, staff and other appropriate stakeholders.

Performance and Quality

- Ensure that relevant targets, key performance indicators and service standards relating to the allocated service are met.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- Gathering and presentation of statistical and other appropriate information as required and within set timescales.

Other

- Attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- Make effective use of Information Technology and ICT systems within the service.
- Adhere to Adra policies and procedures at all times.
- Carry out other duties appropriate to this post as necessary or as requested.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION		ESSENTIAL/ DESIRABLE
QUALIFICATIONS		
Good standard of education (equivalent to 5 GCSEs Grade C or above)		E
Educated to 'A' Level standard, HND or NVQ in a Housing, Community Development or Customer Focused subject area		D
Evidence of continuous professional development		D
EXPERIENCE, KNOWLEDGE AND SKILLS		
Demonstrates a commitment to customer participation and community engagement		E
Able to identify, assess and resolve problems innovatively and quickly		E
Experience of working within a customer facing organisation		D
Experience of working in an administrative role		D
Experience of taking minutes within meetings and/or translating documents		D
Knowledge of working in the customer participation/ community involvement field.		D
Excellent interpersonal skills.		E
Excellent written & verbal communication skills.		E
Ability to communicate effectively and confidently with customers, staff and other stakeholders.		E
Self-motivated, positive, able to work under pressure and confident in decision making		E
Good problem solving and time management skills.		E
Good IT skills, able to use packages such as Microsoft Word, Excel, Power Point.		E
Excellent organisational and administration skills.		E
Knowledge of and ability to work within data protection regulations and requirements		E
Willingness to work outside of normal office hours when required		E
In possession of a full driving licence		E
The ability to communicate (speaking and writing) fluently in both Welsh/English		E