

## **SUPPORTING COMMUNITIES NI**

### **JOB DESCRIPTION**

Job Title: **Liaison Officer**

Responsible to: Operational Services Manager

Responsible for: Contributing to the delivery of the aims and objectives of the company, specifically ensuring the successful delivery of service level agreements.

#### **Key Duties and Responsibilities:**

To encourage the formation and development of voluntary and community organisations. Identify and provide appropriate support which will enable and empower groups to identify and meet existing or emerging needs.

Equip, support and signpost individuals and groups to services in order that they may become better skilled and confident and to encourage the utilisation of available resources.

Provide an information service to local community groups.

Assist the organisation to provide funding support as and when required to community groups, Northern Ireland wide.

Promote, encourage and support community groups/orgs to follow good governance.

Promote the sharing of community development good practice with voluntary and community organisations to enable, empower and sustain groups.

Provide a training and support service to groups and individuals which will equip them with the skills, knowledge and confidence to empower and sustain themselves.

Provide a support service to groups/orgs to encourage the effective management of workloads and processes.

Develop appropriate partnerships and assist with strategic and local planning between statutory and voluntary agencies in the provision of services and support.

Improve relationships between community organisations in agreed identified estates, the Housing Executive and other key agencies.

Promote effective communication and a better understanding between community organisations, the Housing Executive and other key agencies.

Act as a catalyst to stimulate and support the development of community groups and organisations.

Work in partnership with other voluntary sector organisations or specialist agencies in identifying and sharing good practice and in the development of policy and practice.

Facilitate and support involvement of individuals and groups in the Housing Community Network and ensure the effective interchange of information and views.

Formally agree in conjunction with the Operational Services Manager and the Housing Executive Area Manager the level of service provision within that Housing Executive area and monitor the delivery of services and activity.

Undertake training as required and needed.

Maintain an accurate up to date record of work and initiatives.

To provide regular progress reports as required by Chief Executive and or Operational Services Manager.

Provide support to groups with the Charity Commission NI process.

Provide support to groups regarding organising and facilitating Inter-Agency meetings, AGMs, public meetings etc. as and when necessary.

Facilitate and encourage community engagement regarding responses to various consultations and policy documents.

Provide support and guidance to Community Development Workers.

Support tenant participation within social housing.

Attend Staff meetings and Operational Services Team meetings.

Advise and signpost groups to other appropriate Supporting Communities services; such as admin, funding, training.

Contribute to Supporting Communities publications as required.

Always present a positive, professional image of Supporting Communities to statutory, voluntary and community sector organisations, funders, elected representatives etc.

To undertake such other reasonable duties as may from time to time be required.

**Note**

The duties listed are intended only as illustrations of the various types of work that may be performed. All duties listed are crucial to the organisation and the running order of these tasks should not demean the activity. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Duration of Post:	1 Year Fixed Term – may be extended subject to necessary funding
Hours:	37.5 hours per week
Holidays:	25 days plus customary holidays
Salary:	NJC Pt 26
Travel Expenses:	HMRC Fixed Rate
Pension:	Company Pension Available
Office Base:	To be confirmed
To Cover:	Ards / North Down and Lisburn / Castlereagh Areas

**Further Information**

**Closing Date:** Friday 28<sup>th</sup> February 2018 at 12 noon

**Interview Date:** Wednesday 7<sup>th</sup> March 2018

**LIAISON OFFICER**  
**PERSONNEL SPECIFICATION**

A Community Work Qualification or relevant 3<sup>rd</sup> level qualification

or

A minimum of 2 years recent (ie within the last 3 years) relevant experience of community development in a statutory/voluntary setting.

**Additionally:**

Excellent communication, written, verbal and interpersonal skills.

Hold a full current driving licence with access to a car.

Project management skills.

Knowledge and experience of group work.

Knowledge of housing and social housing providers.

Knowledge of statutory bodies and services provided.

Knowledge and experience of community development process and understanding of current community development policies.

Highly motivated and a commitment to high standards of professional practice.

Ability to work as a team member.

Knowledge of funding agencies and resources.

Excellent organisational ability.

Flexible attitude to work and ability to attend work outside normal working hours.

Ability to work on own initiative.

Knowledge of IT programmes, especially MS Office.

Knowledge of current government policies and procedures which have an impact at a local level.

## KEY BEHAVIOURAL COMPETENCIES

Behavioural competencies describe how an individual approaches a situation or activity. They are similar to personal attributes.

The following outlines the key behavioural competencies for this role:

1. Communication
2. Meeting Customers' Needs
3. Innovation
4. Strategic Thinking
5. Thoroughness and Quality Conscious
6. Initiative
7. Integrity