

## **SUPPORTING COMMUNITIES**

**Job Title:** Community Development Officer

**Responsible to:** Head of Community Development

**Responsible for:** Contribute to delivery of the aims and objectives of the company. Specifically ensuring the successful delivery of service level agreements.

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

- 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.
- 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.
- Develop appropriate partnerships and assist with strategic and local planning between statutory and voluntary agencies in the provision of services and support.
- Improve relationships, communication and understanding between community organisations in agreed identified estates, the Housing Executive and other key agencies.
- Act as a catalyst to stimulate and support the development of community groups and similar 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 Head of Community Development 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 relevant training as required.
- Maintain an accurate up to date record of work and initiatives via the use of the Dynamics CRM system.
- Provide regular progress reports as required by Chief Executive and or Head of Community Development.
- Provide support to groups with the Charity Commission NI process.
- Provide support to groups regarding organising and facilitating Inter-Agency meetings/Estate Inspections, 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 and Community Development Team meetings.
- Advise groups of other Supporting Communities services available.
- Contribute to Supporting Communities publications and social media output as required.
- Always present a positive, professional image of Supporting Communities to statutory, voluntary and community sector organisations, funders, elected representatives etc.
- Provide a high-quality customer service.
- 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.**

Hours:	35 hours per week
Holidays:	25 days plus statutory holidays
Salary:	NJC Pt 19 - Currently £31,067 per annum
Travel Expenses:	HMRC Fixed Rate
Pension:	Company Pension Available
Base:	Remote Working from Home. Travel expected to meet the operational requirement of the post.

## PERSONNEL SPECIFICATION

Personnel Specification	Essential	Desirable
Qualification/ Experience		
Community Development or Housing based qualification or relevant 3 <sup>rd</sup> level qualification.  or  A minimum of 2 years' experience in community development / housing.	Y	
Experience		
Knowledge and experience of working with community groups or community-based organisations.	Y	
Knowledge and experience of community development processes and understanding of current community development policies.	Y	
Knowledge of social housing and in particular the workings of the Housing Community Network (HCN).	Y	
Knowledge of current government policies and procedures which have an impact at a local level.	Y	
Knowledge of statutory and voluntary bodies and services provided.	Y	
Knowledge of organisations that provide funding.	Y	
Experience providing a high-quality customer service	Y	
Knowledge of Microsoft operating systems including ability to maintain and update records and files	Y	
Hold a full-current driving licence with access to a car.	Y	
Flexible attitude to work and ability to attend work outside normal working hours.	Y	
Skills and Abilities		
Highly motivated and a commitment to high standard of professional practice.		
Customer Focused		
Manage and prioritise workload to meet timescales.		
Excellent communication, written, verbal and inter-personal skills.		
Ability to work on own initiative and effectively as part of a team.		
Strong Project Management and organisational skills.		

