

JOB PROFILE + PERSON SPECIFICATION

JOB IDENTITY	
POST TITLE: Community Connector (Fixed Term) (Reach & Connect Initiative)	DEPARTMENT: Housing and Community Services
REPORTS TO: Director of Housing and Community Services	SALARY POINT: Band 3 £30,692to £35,886 Fixed term 2 year contract
JOB CONTEXT	
<p>The Atrium Group (Atrium) comprises Atrium Homes a successful, award winning Registered Social Landlord with charitable status and Atrium Initiatives a commercial subsidiary.</p> <p>As with all posts in Atrium, there is a responsibility for the post holder to demonstrate a commitment to Atrium's aims and objectives, adhere to the principles and specifics of the Code of Conduct for staff and meet the requirements of the competency framework which relates to the post.</p>	
NATURE OF ROLE	
<p>In terms of Atrium's Grading definitions, this post is categorised as a Senior Administrative post (level 1). These can broadly be described as posts that involve a level of judgement and a proportion of ad hoc decision-making. Some supervision of staff may be involved but this stops short of line management responsibility.</p>	
JOB PURPOSE	
<p>The primary job purpose is to assist the Director of Housing and Community Services to progress our Reach and Connect Initiative by undertaking projects which will develop our thinking and put the organisation in a position to achieve the following goals:</p> <ul style="list-style-type: none"> • To strengthen our engagement and communication with our customers. • To work collaboratively with the community to enable customers and communities to influence services and to maximise accountability and to challenge Atrium's service delivery to drive continuous improvement. • To work with local communities and groups to identify priorities and ways of addressing locally expressed needs to assist in improving the quality of life of customers and contribute towards Atrium's commitment to build sustainable communities. • To enhance community participation by the ability to establish, engage and evolve customer groups through different channels (face to face, social media etc.) 	
MAIN DUTIES	
<p><i>In this post, you will be supporting the Director of Housing and Community Services and the Team in delivering customer engagement activity and undertaking project work to explore the broadening of our communication channels. The examples given below are illustrative of the types of activities that could be undertaken by the post holder, rather than exhaustive.</i></p> <p>Tenant Engagement and Empowerment Strategy</p> <ul style="list-style-type: none"> • To assist in the implementation and delivery of Atrium's Tenant Engagement and Empowerment Strategy • To deliver annual action plan in collaboration with colleagues and tenants. • To develop and coordinate initiatives and activities that enable tenants to provide their views, participate in engagement activities and performance monitoring, and to apply meaningful influence on our decision-making processes. • To assess the effectiveness of engagement activities and seek out opportunities to improve them. 	

Tenant Engagement

- To develop and maintain systems to ensure tenant feedback, consultation and levels of satisfaction are captured and recorded, analysed and reported. To ensure that tenant ideas and feedback are sought, collated and used to inform and improve service delivery.
- To support with the implementation of any surveys carried out to measure customer service and satisfaction.
- To respond positively to tenant feedback relating to any aspect of our services and to resolve any concerns locally as far as possible and in accordance with relevant policy and procedures.
- To develop ways to ensure tenant engagement is outcome focussed, working with tenants to design events/promotions, and evaluating and reporting on the effectiveness of engagement methods.
- To be proactive in the development and implementation of organisational policies to improve tenant satisfaction.
- To maintain accurate report outcomes from tenant participation activities, including focus groups, scrutiny projects and satisfaction surveys, encompassing the distribution and collection of reports or survey returns in accordance with service standards.
- To raise awareness of and communicate statutory standards and legislation relating to tenant engagement with tenants and the whole staff team.
- To develop KPI's and meaningful reporting of all community engagement activities.
- To attend meetings outwith normal office hours as required.

Community Engagement

- To provide advice, support and guidance to improve the way in which Atrium's members, customers, residents and other key partners are involved in service development and delivery.
- To articulate the needs of the community, customers and partners into meaningful and tangible actions to enhance service delivery within Atrium.
- To ensure that the views of the local community are fed into the development, evaluation and monitoring systems of local community projects, and to facilitate channels of communication between Atrium and the local community to ensure that local voices are heard.
- To work holistically with community groups, statutory and voluntary agencies in the community to provide support to residents and Atrium to organise, promote and run a number of community events such as consultation events, neighbourhood events, fun days, focus groups, etc.
- To administer Atrium's Community Funding budget and support the allocation of funds to community activities in line with our guidance.
- To develop positive working partnerships with a number of local community and national groups, liaising with local residents, and relevant statutory and voluntary agencies.
- To support colleagues to facilitate events so that effective and meaningful engagement and participation of members, tenants and residents influences and informs the direction and development of Atrium's services.

Communication

- To ensure that our tenants and other customers have the information they need to access the services and opportunities available to them at Atrium Homes.
- To ensure key information to stakeholders is accurate, high quality and informative by maintaining and updating our internal and external communications channels including website, intranet, publications and social media.
- To ensure an effective flow of information amongst our staff team in order that we can provide the highest possible services to our tenants and other customers.
- To explore the most appropriate channels to make our information available. This includes social media, while ensuring that people with disabilities can find and use the information that they need.
- To produce communications that are of the highest possible quality, the information that we share is correct and transparent, and our key audiences recognise and trust our corporate identity.
- Manage the production, publishing and distribution of a range of internal and external newsletters, reports and bulletins in line with our Communications Strategy.

- Run the Association's social media accounts in line with our social media policy. This will include creating and scheduling content, developing and implementing a communications calendar, monitoring and reporting on reach and impact, and responding to queries.
- Write and edit copy, design publications and liaise with graphic designers, photographers and printers.
- Maintain the Association's website. This will include working with colleagues to ensure information is up to date, relevant and accurate, promoting community news, providing service updates and responding to engagement.
- Support colleagues to ensure that we are using the best channels to communicate with our various stakeholders.

Monitoring and Evaluation

- To be responsible for designing and maintaining suitable monitoring frameworks to produce necessary performance reports for Atrium's Executive Team and governing body.
- To use monitoring data to understand the nature of resident needs, identify trends and suggest areas for service improvement or development.

General

Working at Atrium requires an open attitude and a positive approach to fresh challenges and activities along with a willingness to embrace any other duties asked, which are appropriate to the grade of the post and the needs of the organisation.

We expect all employees to be able to schedule their own workload in an appropriate manner, taking into account other priorities and ongoing work within the team, department and organisation. This involves being able to effectively manage a varying workload whilst balancing competing priorities; working within policy and procedural requirements to achieve organisational objectives.

From time to time, you may be asked to represent Atrium at appropriate conferences, seminars and various local forums. You may also be asked to deputise for colleagues as required.

EDUCATION & QUALIFICATIONS

ESSENTIAL:

- Good general standard of education
- Current valid UK Driving License

DESIRABLE:

- HNC/HND or similar level qualification

EXPERIENCE & KNOWLEDGE

ESSENTIAL:

- Experience of communicating with a wide range of people in a professional capacity
- High levels of customer awareness with a strong customer focus
- A personal commitment to the pursuit of excellence and continuous improvement of services
- Commitment to improving service delivery and the customer experience by listening to and understanding expectations
- Good understanding of social media and experience in using a range of social media platforms
- Experience of developing partnership and collaborative relationships with a range of stakeholders
- Demonstrable experience of planning, co-ordinating and delivering events from conception to realisation

DESIRABLE:

- Relevant experience working in a similar role
- Experience in working as part of a team to deliver services
- Good understanding of tenancy management responsibilities, customer and community engagement and communication

SKILLS & PERSONAL QUALITIES

ESSENTIAL:

- Pro-active, hard-working, flexible, adaptable and reliable
- Highly IT literate with excellent spreadsheet, database and general IT skills
- Excellent administration skills and attention to detail
- Excellent communication both oral and written
- Sound analytical, problem solving and decision making skills coupled to an ability to exercise sound judgement in pressured situations
- Good planning and time management skills and the ability to manage a varied workload
- Excellent communication and customer service skills, with the ability to develop positive working relationship
- Be innovative and creative with the ability to generate new ideas and be proactive in suggesting and implementing new approaches
- Ability to work independently, take responsibility and make decisions but know when to seek guidance and deliver to deadlines
- Passion for customer and community involvement and participation

ADDITIONAL REQUIREMENTS

CRIMINAL RECORD CHECKS

Basic Disclosure

The preferred candidate will be required to undertake a Basic Disclosure check. A confirmed offer of appointment will be subject to a satisfactory outcome of this pre-employment check.