# Community Engagement Officer (BCP Homes)

# Job Description

**Role Profile:** BCP Band G

**Service/Team:** Regulation and Resident Involvement Team

**Reports to:** Senior Resident Involvement Officer

**Responsible for:** None

**Number of posts:** None

**Post number:**

**Career Grade:** n/a

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole, specifically the tenants and leaseholders of BCP Homes, by providing accessible and inclusive services, showing care in our approach, and supporting local communities to shape the services that matter to them**

**Job Overview**

To engage with BCP Homes residents (tenants and leaseholders) and, where relevant, their neighbouring properties, to support their needs, inform BCP Homes services, and involve the community voice in the Council's decision making.

To provide advice and guidance on all aspects of community engagement within BCP Homes and to our internal and external partners and communities. Support the delivery of engagement activities to increase public understanding of BCP Homes services, encouraging active involvement in the community, and ensuring BCP Homes best understands the views of BCP Homes residents and local people in our neighbourhoods.

## Key Responsibilities

* Establish links with BCP Homes residents, our partners in BCP Council and external partners such as contractors, and community groups/organisations, and build relationships to encourage greater partnership and to promote engagement opportunities
* Produce communications and marketing materials to promote greater awareness and community engagement opportunities relating to BCP Homes services.
* Promote opportunities for BCP Homes residents to scrutinise, contribute to and influence the service, so that BCP Homes can understand residents needs and involve the community's voice in decision making.
* Engage and support local residents in BCP Council/BCP Homes joint projects, especially in relation to new build and refurbishment projects, in a manner which means they feel well informed, listened to, and that their opinions have been taken into account
* Analyse, interpret, and disseminate the results of any engagement, providing accurate data and insight to enable evidence-based decision making and to comply with legal and good practice guidelines.
* Develop and deliver action plans, initiatives, and policies with colleagues from a range of agencies, aimed at delivering effective and appropriate outcomes.
* Participate actively in the evaluation of programme delivery, monitoring and reporting on programme performance
* Work to the direction of the line manager to provide cross-cover or additional capacity in response to particular pressures within the team.

## Specific Qualifications and Experience

* 3 A levels, NVQ 4, HND or diploma (or equivalent experience)
* Ability to analyse data and interpret customer information, highlighting relevant trends or issues to managers in order to support informed decision making
* Good knowledge of ICT including Excel, Word, MS Teams, Outlook, and other programmes relevant to the role
* Experience of community engagement and consultation working with residents, stakeholders, and community groups
* Experience of creating volunteer opportunities/programmes
* Experience in communications and marketing activity
* Experience of co-ordinating projects and events
* Knowledge of grant and funding opportunities
* Ability to plan and manage own workload
* Ability to influence, persuade, and engage with people
* Experience of providing advice and guidance to a range of diverse stakeholders, communities, and individuals

## Personal Qualities & Attributes

* Confident communicator with excellent interpersonal skills
* Ability to work effectively under pressure, prioritise and forward plan
* Ability to co-ordinate work across multi-skilled teams
* Ability to pass on detailed information to others in a manner that is appropriate and effective

## Job Requirements

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* DBS check
* Some work outside normal working hours may be required

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.