



Working better together
for our residents

Community Engagement Lead

> Places and Estates > Communities and Commercial Properties

What's it all about

Notting Hill Genesis (NHG) is one of London's leading housing associations and is on an exciting journey to create better places and communities where people can thrive for the long term. Our residents have told us that a sense of community plays a crucial role in their overall experience. They need a place they can call home and a community they can feel a part of and engage with.

As the Community Engagement Manager, you will report to the Communities and Social Value Manager and will play a key role in helping shape and deliver change and opportunities for NHG's communities and residents.

You will co-ordinate the activities of the Communities Team to ensure the projects delivered meet the key priorities of our Better Together Corporate Strategy with a particular focus on our Customer Strategy.

Provide excellent management across our community and non-residential assets leveraging them to build and support communities and deliver general amenity and multi-use spaces while providing exceptional standards of efficiency and value for money.

How you'll make a difference

Supporting the Communities and Social Value team to deliver programmes to improve community cohesion and engagement on our places and estates and maximise social value outputs.

Develop and maintain effective collaborative relationships with a range of key stakeholders and strategic partners delivering programmes (to include Community Development Trusts, Social Enterprises and other community organisations/local stakeholders).

Ensure a co-ordinated and cohesive approach to delivery between NHG staff, third party partners, external stakeholders and customers to achieve programme objectives and outputs, value for

money for NHG and a great experience for customers.

How you'll do it

Delivering a community engagement strategy across our places and estates with a particular focus on the activity within our non-residential assets, you'll be responsible for ensuring the smooth running of day-to-day activities and effective professional management of all key stakeholders and residents involved with the programme.

Ensuring monitoring, evaluation and reporting of services and outputs, managing bookings for partner organisations, ensuring compliance with Health and Safety and Data Protection requirements, managing and coordinating partners to ensure good financial and facilities management is maintained at all times.

Coordination and servicing of key internal governance and partnership structures to ensure effective outcomes and accountability that support the delivery of community and socio-economic development within our places and estates.

To manage facilities related tasks, ensuring fantastic customer service to staff and visitors.

Balance maximising income opportunities of community assets, while continuing to prioritise use that delivers social value and community benefit encouraging financial sustainability.

To prioritise health and safety and always ensure compliance with legislation and best practice, Identifying and managing risk effectively.

Manage the budget for your building locations as delegated by the Head of Communities and Commercial Properties, ensuring that costs are controlled providing value for money at all time.

In conjunction with the SEI Programme Managers, undertake programme monitoring for the Community centres to ensure programmes are being delivered to a high standard, on time and to budget, and deliver their anticipated benefits.

Support ongoing resident consultation, feedback, and customer satisfaction, including associated data collection on service users and the services they are accessing.

Where relevant, support local residents, community groups and local delivery partners who wish to apply for NHG or external grant programmes/funding streams

Work closely with the wider Places and Estates team to ensure that residents and community stakeholder views are represented in shaping and continuously improving the programme and related services, including adopting a data-driven approach.

Maximise social value opportunities from Development supply chains including consultants and contractors.

Support delivery of placemaking generally, especially in relation to Social Impact Frameworks, socio economic programmes, enterprise, interim uses and meanwhile activities.

Directing and planning essential services such as; security, maintenance management etc.

Managing contractors and querying any discrepancies & service issues.

H&S – undertaking independent office inspections, ensuring safe working environment, maintaining statutory documentation, to carry out appropriate roles within fire evacuation strategy.

Project management and supervising of work through contractors. Identifying and managing risks that are likely to affect delivery. Ensuring projects are delivered to the quality required within cost and time.

General

Ensure you follow the financial regulations, policies and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

Ensure any directly delivered services and commissioned services comply and adhere to safeguarding and GDPR policy and legislation.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership.

Effective IT skills including intermediate MS Office skills.

Experience in delivering excellent service delivery against key performance indicators.

Experience of delivering programmes of activity to meet community needs.

Experience of budget and financial management including processing of invoices.

Experience of Facilities Management, Health and Safety and GDPR requirements.