

Job Description



Job Title: Community Neighbourhood Senior Officer	Service Area: Resident Engagement and Participation	
Directorate: People Policy and Performance	Post Number: Tbc	Evaluation Number: 5959
Grade: PO1	Date: October 2021	
People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.		
Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.		
Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.		
Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.		

Overall Purpose of Job

1. To support with the delivery of community based activities in a designated geographical area of Newham, that include; library and community centre based activities, community engagement activities, community assemblies, democracy and civil participation programmes, resident budget participatory programmes, delivery of joint public health programmes and initiatives, implementation of the social integration and volunteering action plan, maintaining positive working relationship with local voluntary, community and faith sector organisations and support colleagues in community and youth safety services to deliver positive outcomes for Newham residents.

2. The post holder reports to Community Neighbourhoods Area Manager
3. The post holder has no direct line management responsibility, but will be required to supervise volunteers and sessional staff on events and time limited projects.
4. The post holder will be required to work flexibly as required, including regular evenings, weekends and the occasional public holiday, in order to meet service requirements.
5. To organise ad-hoc activity requests.
6. To undertake community development and engagement activities.
7. To promote opportunities for activity in the designated community neighbourhoods
8. To support with localised community consultations.
9. To support with the co-ordination of a range of sustainable community programmes within the community neighbourhoods area for local residents and the community to share.
10. To work with elected and lead members to ensure political priorities are delivered through Community Liaison meeting.
11. To be involved in developing and implementing resident engagement and participation practice and monitor their effectiveness.
12. To be involved in review, evolving and implementing the annual cycle of resident focused community assemblies and budget participatory programmes.
13. To maintain sustainable local partnerships with voluntary, community and faith groups, statutory and other organisations to benefit residents and the environment.

Accountabilities

- To enable the Council's commitment to put people at the heart of all we do by fully engaging residents in the development of ideas, strategies and policies as well as the co-design, co-production, and joint decision making approach by designing and delivering appropriate engagement as required in addition to the regular programme of citizen assemblies.
- Promote, develop and maintain a high degree of professional competence in and understanding of a wide range of resident engagement models and ensure appropriate levels of competence.

- Work with colleagues in Public Health to deliver positive health and well-being outcomes for residents and the wider community
- Work with colleagues in community and youth safety to deliver joint preventative programmes and community engagement activities.
- To provide knowledge of the geographical area to inform future activity; i.e. areas for improvement, facilities, activities and stakeholders.
- Support the community neighbourhoods manager by contributing to the development and design of the community plans.
- Encourage joint working with colleagues, partners, individual residents, community groups and volunteers within the Community Neighbourhoods area.
- Undertake research, prepare reports, publicity, etc. to ensure that activities are delivered which meet the needs of the community and support Council priorities.
- To maintain the collection and dissemination of local intelligence from the Community Neighbourhoods area; including ensuring the maintenance of a database of local residents and community groups.
- Take keep update knowledge of community related development in the community neighbourhoods in a specific area; i.e. keeping abreast of developments in that area, where requested attending meetings, advising other neighbourhood colleagues.

To take responsibility for

- Support with delivery of Neighbourhood based community assemblies and participatory budgeting programmes.
- Support with the development and implementation of local community plans.
- Support with the delivery of community lead projects and programmes.
- Support with delivery of activities relating to the social Integration and volunteering strategy.
- Support with the delivery of Public Health and Community and Youth Safety related activities.
- Support the Community Neighbourhoods Manager to attract inward investment from external sources.
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Tasks and Accountabilities

- Tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all

tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- To work in partnership with internal colleagues and external stakeholders in an integrated, holistic and cross cutting way to achieve delivery of those outcomes
- To take a “one Council” approach to deliver more effective outcomes and at all times avoid a siloes or single service area approach.
- To work creatively to develop ways of sharing good and innovative practice across the council and key stakeholders.
- To ensure the Council’s commitment to put people at the heart of all we do by fully engaging residents in the development of ideas, strategies and policies as well as the co-design, co-production, and joint decision making approaches is implemented throughout the service following the professional leadership of and models developed by the Resident Engagement and Participation Service.
- To contribute to the development and implementation of corporate strategies and the Council’s vision.
- To actively develop and promote the Council’s vision and values through personal leadership to ensure they are delivered throughout the organisation.

Service quality

- To deliver on appropriate service quality measures, targets and outcomes for accountable assessment and that act upon resident and stakeholder perceptions and to seek out more transparent accountability mechanisms for delivery in the service.
- To build and maintain effective partnerships and communication strategies in order to harness effectively the public, private, voluntary sector and community resources that can help to deliver the Council’s vision.
- Effectively project manage the events and activities that form the Community Neighbourhoods plan. This would include:
 - Developing creative ideas and solutions for delivery
 - Managing competing priorities and changing deadlines
 - Stakeholder engagement, publicity, logistics, risk assessments, etc

- Be the first point of contact for any ad-hoc activity request and be responsible for the co-ordination of those activities; i.e. act as regular contact or undertake project coordination of activities.
- Actively engage with elected members, residents and businesses and other relevant stakeholders in the delivery of activities.

Performance

- Contribute to the development and maintenance of effective performance management systems; collate and report qualitative and quantitative information from the community plan to inform future decisions and further development.
- To regularly monitor work plans, performance indicators and quality targets to ensure that the community neighbourhood is meeting agreed objectives and key performance
- Assess the performance and quality standards of relevant community organisations in the community neighbourhood area
- To uphold the internal control system that safeguards the residents' interest in the appropriate use of council resources and ensure the system is respected and adhered to by all staff in the division.
- Ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act recognising that the Council wishes to operate in the most open and transparent way.

Resource Management

- Ensure the authorisation, monitoring and control of expenditure in accordance with financial regulations and delegated authority.
- Manage within a cash limited budget and adhere strictly to the Council's standing orders and financial regulations.
- Provide regular financial reporting on the council's information management systems.

Leadership and Culture

- To participate in the service and directorate change that is needed in order to ensure the services play their full part in achieving the Council's vision and values.
- Drive improvement in resident and community focus and deliver improved outcomes for the people of Newham.
- Model the new behaviours required of all staff in terms of equality, ethical behaviour, effective internal control, agility, transparency, openness, community empowerment and engagement.
- To promote and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
- To ensure that all services are maintained to the required standards as directed by business continuity and resilience policies.
- To ensure that Health & Safety legislation and the Council's Health & Safety requirements are all complied with.
- To work regular evenings, weekends and occasional public holidays, in order to meet service requirements as required.

Personal Specification

Job Title: Community Neighbourhood Senior Officer	Service Area: Resident Engagement and Participation	
Directorate: People, Policy and Performance	Post Number:	Evaluation Number: 5959
Grade: P01	Date: March 2026	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA	METHOD OF ASSESSMENT
QUALIFICATIONS	
Educated to degree level or equivalent level of work experience relevant to the field.	Application form/Certificate
Evidence of continuing professional/management development.	Application form/Certificate

KNOWLEDGE/EXPERIENCE:	
Experience of planning and organising participatory projects in a local or central government context, with an evidenced track record of positive impact	Application form / Interview

Track record of delivering projects relating to the service area, including use of digital methodologies	Application form / Interview
Experience of using innovative technology and the power of data to effect service delivery and improvement	Application form / Interview
Understanding and appreciation of, and working within, the political context and environment.	Application form / Interview/Test
Experience of working elected members.	Application form / Interview
Experience of influencing the provision of services or activities.	Application form / Interview/Test
Experience of influencing, motivating and empowering others	Application form / Interview
Experience of providing activities to the community	Application form / Interview
Experience of supporting public engagement and consultations	Application form / Interview
Experience of prioritising and managing a varied workload to tight and conflicting deadlines	Application form / Interview
Experience of monitoring budgets	Application form / Interview
Experience of a range of ICT systems applications and digital resident and community engagement platforms.	Application form / Interview
Experience of using own initiative to problem solve	Application form / Interview
SKILLS AND ABILITIES:	
Good written and oral communications skills for a range of audiences, including briefings, publicity materials, etc	Application Form/Interview/Test

Good project planning skills	Application Form/Interview/Test
Ability to monitor budgets	Application Form/Interview/Test
Ability to effectively collate, organise and report information	Application Form/Interview
Ability to develop, implement and monitor appropriate qualitative and quantitative indicators to measure the performance of the team and use this as a basis for improvement.	Application Form/Interview/Test
Ability to listen and respond sensitively to the needs of the community and organise activities accordingly	Application Form/Interview
Ability to build effective and productive working relationships with a range of internal and external stakeholders, including the voluntary community and faith sector.	Application Form/Interview
Ability to develop and maintain effective communications and relationships with a wide range of individuals	Application Form/Interview
Excellent political awareness	Application Form/Interview
Ability to research and produce reports	Application Form/Interview
Ability to focus on improved outcomes for the community, whilst working under pressure and to respond to competing demands	Application Form/Interview
OTHER SPECIAL REQUIREMENTS	
Basic DBS check	Satisfactory clearance at conditional offer stage
Willingness and ability to work regular evenings and weekends to maintain service delivery.	Application Form/Interview