

Job Description



Job Title: Rehousing & Community Development Officer	Service Area: Housing	
Directorate: Inclusive Economy and Housing	Post Number: 40023, 40237, 10027417, 40272	Evaluation Number: 7448
Grade: PO1	Date last updated: July 2020	

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

- The role is to work with our residents within our Estates which are being regenerated within the borough.
- To deal with the decanting process with residents, liaise with the other Council services on the allocation of alternative suitable housing for residents in line with the requirements of the service and Council Policies and Procedures and ensure a smooth transition for the all residents affected by the regeneration work.
- To encourage, develop and maintain links to promote and support community involvement and to utilise existing consultation structures.
- To ensure a high standard of organisation and to ensure professional standards and an effective and efficient point of contact for the general public.

Key Tasks and Accountabilities

To undertake all responsibilities listed below:

1. To establish and facilitate methods and structures for effective community involvement and consultation for the development of the scheme as a whole to include the master planning process.
2. To work closely with existing residents, consultants (including a tenants' friend), community organisations, Council officers, partners and other service providers throughout the development of the scheme.
3. To liaise with other officers and contractors to collect information regarding the status of individual tenants and to work in partnership to understand and overcome conflicting priorities and to assist in the tenancy audit work needed prior to the decant process.
4. To develop creative, imaginative and responsive consultation/involvement methods that match local requirements and deliver optimum dissemination of information and opportunities for involvement and to work along master planners and co-ordinate opportunities for meaningful liaison between master planners and the community.
5. To organise and attend public meetings as necessary. Monitor the effectiveness of the consultation process and report both in written and verbal form to the Council as necessary.
6. To produce publicity and written materials such as newsletters, prepare reports for presentation to Councillors and the Community as necessary. Organise events, seminars, training sessions and networking events for tenants and residents where required.
7. To use IT systems effectively for data recording, updating, maintenance and retrieval, correspondence, project monitoring and other forms of communication. Carry out administrative duties as required and to promptly and accurately update records, including computer systems, where there are changes in circumstances and/or rehousing priority
8. To assess current rehousing applications from tenants affected by works and liaise with officers at the Letting Agency to ensure a successful outcome. To attend meetings with tenants and other stakeholders during the day, evenings or at weekends. To respond to telephone calls and correspondence from or on behalf of tenants.
9. To arrange removal contractors where needed, and prepare documents for certification for payment of compensation and removal expenses for qualifying persons relocated from or within the Area. To carry out similar functions in relation to any other financial transactions performed in connection with the job. To interview applicants who wish to refuse properties offered and to decide whether the offer was reasonable or unreasonable within agreed criteria.

10. To prepare and maintain records and produce statistical returns as required. To operate a system for making accompanied viewing appointments with tenants and the processing of offers made; liaising with relevant officers and agencies and to carry out individual and block accompanied viewings to reduce the incidence of Property refusals by prospective tenants. To carry out home visits in different types of properties including high and low rise block's during the day, evenings, and weekends.
11. To assist in the preparation and updating of property information packs and allocation bulletins for the benefit of applicants, prospective tenants and other officers and provide accurate and clear information about individual cases, allocations policies and housing prospects to officers providing information and services to the public.
12. Carry out other duties that fall within the required competence, as may be reasonably required at any office location to ensure service delivery within the Department is maintained.

Personal Specification



Job Title: Rehousing & Community Development Officer	Service Area: Housing	
Directorate: Inclusive Economy and Housing	Post Number: 31431	Evaluation Number:
Grade: PO1	Date last updated:	

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

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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- Essential	Desirable	METHOD OF ASSESSMENT
KNOWLEDGE: A demonstrable understanding of multi tenure housing management.		Application and Interview

Knowledge of decant and allocations procedures and strategies for resident involvement/consultation. Specialist knowledge in at least one of the following areas: • Resident Engagement • Housing Compliance • Tenancy Audit A clear understanding of Customer Services. Knowledge of methods to achieve high levels of resident satisfaction. Knowledge of key housing legislation, best practice, and current issues relating to resident engagement through the management of Council tenancies and leases. Awareness of health and safety issues. An understanding of issues relating to equality and diversity.		Application and Interview
EDUCATION/QUALIFICATIONS It would be advantageous to hold a qualification in Housing/Regeneration or related fields		Application
SKILLS AND ABILITIES: An ability to organise routine services and procedures effectively Ability to operate and maintain systems And procedures relating to the decanting/lettings/consultation process. Ability to plan personal workload and to meet deadlines. Excellent communication and		Application and Interview Application and interview Interview

presentational skills are required An appreciation of local issues and needs in Regeneration areas of Newham The ability to positively and enthusiastically relate to a range of audiences from the community, voluntary, public and private sector An appreciation of the social problems of an inner-city Borough, particularly in relation to the demands for rehousing Level of numerical and verbal skills sufficient to enable post holder to undertake duties of the post To work flexibly and be able to work within a team and respond positively to colleagues and clients EXPERIENCE: Experience of dealing with regeneration/renewal, decanting/ Lettings and tenant consultation/involvement issues Experience of working effectively on planning and developing projects and partnerships in addition to balancing conflicting priorities. Experience of working in partnership with a variety of multi-disciplinary bodies and organisations. Experience of working with communities and strengthening Community involvement in respect of regeneration and urbanrenewel. Experience of developing creative methods of consultation, organising a variety of types of consultation events and producing lively and informative consultation and publicity material.		Application and Interview Application Application and Interview Application and Interview Test Application and Interview Application and interview Application and Interview Application and Interview Application and Interview Application and Interview
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weekends Ability to conduct interviews at residents' homes in low or high rise blocks. Flexibility and creativity will be required to respond effectively to the requirements of the community in respect of consultation		Application Application
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