

Northumberland County Council  
**JOB DESCRIPTION**

Post Title: <b>Community and Housing Programme Manager</b>	Director/Service/Sector: <b>Housing and Planning (Housing)</b>	<b>Office Use</b>
Grade: <b>Band 8</b>	<b>Workplace: Hirst Welfare Centre</b>	
Responsible to: <b>Hirst Strategic Lead</b>	<b>Date:</b>	JE ref: 4400
<p><b>Job Purpose:</b></p> <ol style="list-style-type: none"> <li>1. To undertake direct work with, and support residents of the Hirst, including refugees and asylum seekers, to ensure their views and experiences shape the Hirst Master Plan delivery.</li> <li>2. Assist the Hirst Strategic Lead in ensuring quality of work and ensure workload is effectively managed in their absence.</li> <li>3. To develop a resident engagement service that supports residents through the Master Plan delivery phases, becoming a trusted, reassuring and visible contact point within the Hirst, delivering a high performing, customer focused Service across the Hirst Master Plan area.</li> <li>4. To work in partnership with the local community and other stakeholders to manage, coordinate and deliver the Hirst Masterplan, ensuring local integration of housing services, in accordance with relevant legislation, standards and guidance.</li> <li>5. The post holder will be accountable to the Hirst Strategic Lead and will be responsible for providing support to them and assisting with the delivery a wide range of housing and community regeneration initiatives which will include large scale capital funding applications, bringing housing in line with the council's commitment to Healthy Homes standards and supporting asset-based community development initiatives.</li> <li>6. The post holder will be responsible for liaising with partners both internal and external, contractors, Registered Providers, residents, private landlords and property owners to improve stock in the Hirst area as designated by the Hirst Master Plan through regeneration activities, partnership working, property improvement, management practices and bringing empty properties back into use.</li> <li>7. To collaborate with other teams across the council to support area-based regeneration initiatives linked to the Hirst and its wider economic regeneration.</li> <li>8. To engage, support and develop a community network of organisations within the Hirst alongside other locally based council officers.</li> <li>9. Work alongside and support residents and local communities to identify what is strong within their communities and create space for communities to mobilise local assets for the benefit of the whole community.</li> <li>10. Support and connect local services to help develop a co-ordinated, partnership approach to working with and in communities with a particular focus on addressing health inequalities and encouraging community empowerment work within the Hirst.</li> <li>11. Assist the Northumberland Communities Together Service to develop and build community capacity, cohesion and resilience within localities to improve health and wellbeing and address health inequality.</li> <li>12. Champion the development and use of the delivery of local, place-based performance indicators and to drive the case for change within communities based on shared knowledge, community intelligence and data.</li> <li>13. Building the capacity, skills and confidence of the housing service in using and embedding community centred asset-based approaches in their practice, understanding the assets and strengths in communities which can be built upon</li> <li>14. Developing effective partnerships within Northumberland County Council, (including the public health team, Northumberland Communities Together (NCT) and economic regeneration), the voluntary and community sector (VCS) and Thriving Together, Bernicia and Advance Northumberland, to improve the coordination of resources to support community centred approaches.</li> </ol> <p>This post is part funded by Northumberland County Council, Bernicia and Advance Northumberland.</p>		
<b>Resources</b>	<b>Staff</b>	Possible students and volunteers

	Co-ordinate various roles from across the public and community and voluntary sector including volunteers to operate as a place based, multi-agency team and provide an active leadership role in delivering housing and community support through collaboration with others
<b>Finance</b>	Assist in managing the Hirst Master Plan budget, monitoring the expenditure and costs against delivered and realised benefits and some responsibility for raising orders or processing invoices in respect of commissioned services. Assist community groups in the acquisition and management of budgets exceeding £200k. Support the Strategic Lead in the acquisition, management and commissioning of capital sums exceeding £10-£12m
<b>Physical</b>	Expected to work in a variety of community settings, also desk based. Careful use of allocated tools and equipment. Shared responsibility for the safe keeping of valuable and confidential documents e.g. personal financial and benefit documentation to analyse this information to apply to Income Management processes and day to day management of the Council's housing stock containing complex corporate data. Abide by all information governance and related requirements
<b>Clients</b>	Residents, volunteers, community groups Key partners in the statutory and voluntary sector, elected members; Assist with the development of policies and procedures for supporting and assessing the needs of some of our most vulnerable residents. Hirst Partnership Board

## Duties and key result areas:

### Hirst Masterplan Delivery

- Work in partnership with the community, board and local stakeholders to ensure that the delivery of the Hirst Masterplan is community led.
- Initiate opportunities for residents and staff to work together ensuring encouragement to assist in the shaping of housing services.
- Develop a physical presence for a housing outreach service within the Hirst.
- Use asset based, community centred approaches to improve health and wellbeing through the coordination and delivery of housing renewal within the Hirst Masterplan area.
- Work towards the reduction of health inequalities through the process of housing renewal.
- Build trust with people and the community, including refugees and asylum seekers, to identify aspirations and the support required in order to achieve smooth housing transitions.
- Lead the development and maintenance of local community consultation so that the delivery of the Hirst Masterplan is accessible to all residents impacted by the plan, ensuring that support is targeted towards residents in greatest need.
- Participate in multi-agency groups to influence the integration of housing services in the Hirst Masterplan area, assisting with local developments and partnerships as agreed by the Hirst Strategic Lead and the Hirst Partnership Board.
- Assist with the handover process for any new or acquired properties, ensuring that the council's Healthy Homes standards are met.
- Undertaking research and collecting any necessary data to support any bids for funding opportunities
- Identifying potential development opportunities including property and land opportunities and bring them to the attention of the Hirst Strategic Lead and the Hirst Partnership Board.
- Work with the Northumberland Communities Together Team to coordinate the delivery of thematic projects for the Master Plan area to ensure that specialist knowledge, skills and learning are shared across the community, building capability, capacity, innovation and insights.

- Enable asset-based community development and capacity building within the Hirst in partnership with Northumberland Communities Together and the local community.
- Co-create community initiatives and activities which help to reduce inequalities, build community capacity, empower individuals, and identify shared priorities.
- Work with communities, including refugees and asylum seekers, and other partners to develop initiatives which include appropriate quality assurance and co-create outcome measures
- Develop and maintain partnerships and good knowledge of local community assets (including, people, resources and facilities), identifying practical local solutions and development opportunities, using participatory methods such as appreciative inquiry, world cafe and asset based-based community development.

#### **Finance**

- Contribute to operational management of the Masterplan's delivery budget; reporting to the Finance Manager as required and ensuring services offer value for money.
- Liaising with project funders as required and assisting with the completion of any project returns.
- Assist with updating and monitoring information systems and producing reports and statistical information as required.
- Provide where necessary support for groups and organisations within the Masterplan area to access/bid for internal and external funding.

#### **Staffing**

- Supervise the operational management of volunteers and support the management of commissioned contractors aligned to the service who are delivering
- outcomes on behalf of the Hirst Masterplan
- Attend meetings on behalf of the Hirst Strategic Lead as required.

#### **Continuous Professional Development**

- Maintain a current, professional knowledge base and competency in the required skills for this role as set out in the Person Specification and identified through supervision and appraisal

#### **Board**

- To assist the Hirst Strategic Lead to develop and maintain appropriate local governance arrangements, providing updates and reports to the Hirst Partnership board and developing and leading local stakeholder groups as appropriate.

#### **Stakeholder engagement**

- Collaborate with key stakeholders including NCT and the VCS to map and align services to meet the needs of the community. Develop innovative ways of working which identify what communities can do for themselves and where support is need from services.
- Engage successfully with communities and consult with them on their needs.
- Develop positive relationships with vulnerable residents who, for a variety of reasons, may be unable to participate fully in Hirst Masterplan initiatives.
- Forge links with and assist other initiatives with similar objectives as the Hirst Master Plan
- Liaise with elected members, strategic partners and directorates across the County Council
- Represent the interests of the Hirst Masterplan and the County Council at public meetings, town council meetings and other strategic meetings.
- Work with colleagues across the Council and partner organisations to ensure a seamless service is provided to all customers
- Create and provide presentational briefings and update information to stakeholders and other partnerships as directed
- Be an advocate for community centred approaches

#### **Corporate Priorities and Processes**

- Contribute to the delivery of the Northumberland Inequalities Plan by working with communities and partners to lead the development of place-based initiatives which strengthen community capacity and enhance resilience.

- Maintain accurate records of all work undertaken, creating and providing impact reports for the Hirst Masterplan area to feed into wider impact reporting.
- Adhere to the rules, procedures, policies and code of conduct of Northumberland County Council.
- Assist to develop policy, procedures, deliver strategies, promotion and funding initiatives to bring the service's business plans and objectives into effect.
- Keep up to date with legislation, regulations and good practice associated with the role.
- To assist with delivery of the key priorities, objectives and actions outlined in the Corporate Plan, the inequalities Plan, the Hirst Masterplan, the Joint Health and Wellbeing Strategy and the Council's Housing Strategy.

*The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.*

#### **Work Arrangements**

Transport requirements:	Able to meet the transport requirements of the post. The work involves the need to visit settings and venues in the locality
Working patterns:	Able to work flexible hours as necessary, this may include evenings and weekends Lone working involved
Working conditions:	Various work bases including within the Hirst, Blyth Civic Centre.

Northumberland County Council  
PERSON SPECIFICATION

<b>Post Title: Community Housing and Programme Manager</b>	<b>Director/Service/Sector: Housing and Planning (Housing)</b>	Ref: 4400
<b>Essential</b>	<b>Desirable</b>	<b>Assess By</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>• Relevant professional qualification (e.g., social work, health, housing) or qualified to degree level</li> <li>• In depth working knowledge of the main operational, procedural and practical issues relating to Housing Management</li> <li>• In-depth working knowledge of professional theory, practice and procedures.</li> <li>• Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessment.</li> <li>• Evidence of ongoing personal development.</li> <li>• Knowledge of current policy and legislative agenda in relation to Housing.</li> <li>• Knowledge of community development tools, the public involvement and prevention agendas, and asset-based community development work acquired through experience or qualification to degree level or equivalent.</li> <li>• Experience of working effectively and collaboratively in partnership with other agencies, including voluntary and community sectors.</li> <li>• Excellent communication skills, using a range of formats (written, verbal and non-verbal)</li> <li>• Ability to work on own initiative and be flexible as part of contributing to a team.</li> <li>• IT skills including the ability to use software packages e.g. Microsoft office.</li> <li>• Good administrative and organisational skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Community Development Qualification</li> <li>• A relevant housing qualification.</li> <li>• Management Qualification or training.</li> <li>• Relevant Health or Social Care Experience</li> <li>• Experience of working with community organisations and/or voluntary groups</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Experience of organising and coordinating community events and activities</li> <li>• Experience of multi-agency working</li> <li>• Experience of managing finance and staffing resources to deliver services within agreed budgets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with/recruiting volunteers</li> <li>• Experience of project evaluations.</li> <li>• Experience of implementing empty home policies</li> </ul>	

<ul style="list-style-type: none"> <li>• Experience of delivering housing renewal and regeneration interventions</li> <li>• Experience of working with communities and involving local people in community development / capacity building initiatives</li> <li>• Experience of partnership working, including successful collaborative working with communities, groups and the voluntary sector</li> <li>• Demonstrable experience of change management and project management skills</li> <li>• Experience of formal evaluation of community initiatives including quantitative and qualitative information (e.g. questionnaires, surveys, focus groups)</li> <li>• Influencing and negotiating skills Leadership, initiative and drive</li> <li>• Excellent oral and written communication skills</li> <li>• Ability to develop strong relationships with a range of colleagues, working across professional and organisational boundaries</li> <li>• Able to demonstrate a high level of enthusiasm and commitment</li> <li>• Able to work flexibly under pressure, rapid pace, and with an unpredictable work pattern.</li> <li>• Able to work independently on own initiative and to deadlines</li> </ul>		
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Ability to work autonomously in a complex multi-agency environment</li> <li>• Effective interpersonal skills including ability to work as part of a team and in partnership with a wide range of external agencies</li> <li>• Highly computer literate including word processing, spreadsheet and presentation skills</li> <li>• Prepares written, verbal and other media that are rational, convincing and coherent.</li> <li>• Able to gather, analyse and interpret highly complex and conflicting information</li> <li>• Numerate and able to manage operational budgets</li> <li>• Effectively expresses own views using appropriate means depending upon the audience.</li> <li>• Negotiation skills and able to persuade others to an alternative point of view.</li> </ul>	<ul style="list-style-type: none"> <li>• Skills in identifying and bidding for additional funding sources.</li> <li>• Experience of and skills in project/service development.</li> <li>• Knowledge of national and regional housing issues</li> <li>• Experience or qualification in alternative communication method <ul style="list-style-type: none"> <li>◦ BSL, Makaton</li> </ul> </li> <li>• Conversant in a foreign language</li> </ul>	

<ul style="list-style-type: none"> <li>• Remains calm and logical in stressful and difficult situations.</li> <li>• Models and encourages high standards of honesty, integrity, openness, and respect for others.</li> <li>• Helps create a positive work culture in which diverse, individual contributions and perspectives are valued.</li> <li>• Able to work in a person-centred inclusive way</li> <li>• Ability to effectively plan &amp; manage a high-volume workload, working effectively under pressure to tight deadlines</li> <li>• Good understanding of housing opportunities, regeneration, polices, programs and legislation</li> </ul>		
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Normally works from a seated position but with regular need to walk, bend or carry items.</li> <li>• Need to maintain general awareness with ongoing periods of enhanced concentration.</li> <li>• Ability to deal with situations and information which may place significant emotional demands on the postholder.</li> <li>• Ability to manage competing workload demands and priorities</li> <li>• Ability to work to deadlines for budgets and performance management</li> <li>• Physically capable of discharging the full duties of the post.</li> <li>• Ability to work on own initiative</li> </ul>		
<b>Other</b>		
<ul style="list-style-type: none"> <li>• Commitment to equal opportunities in service delivery and employment</li> <li>• Ability to work from alternative bases when required</li> <li>• Outcome and achievement focused</li> <li>• Strong commitment to customer care</li> <li>• Flexible and willing to work outside normal working hours when required</li> </ul>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits