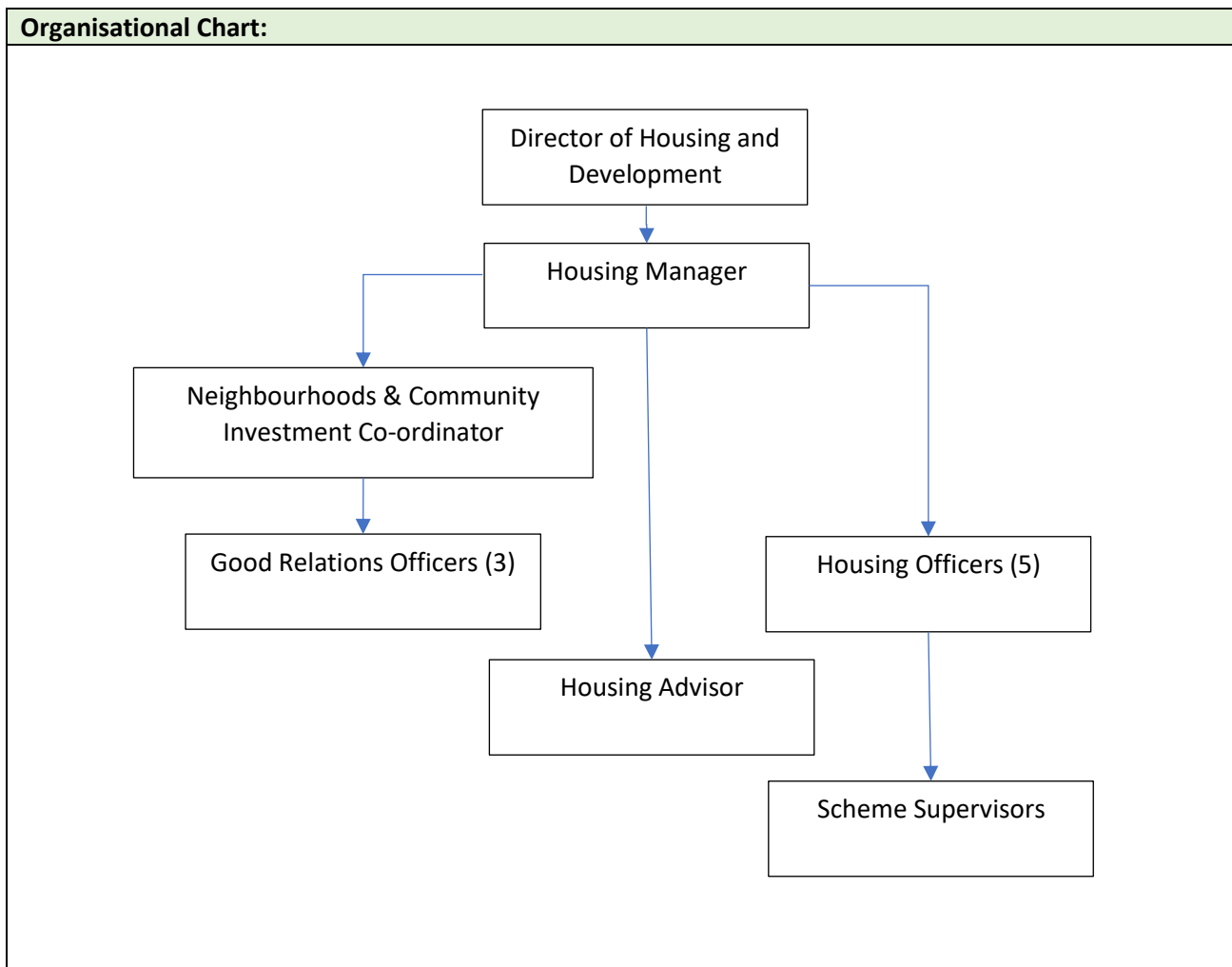


**JOB DESCRIPTION: NEIGHBOURHOODS & COMMUNITY INVESTMENT COORDINATOR**

<b>Job Title</b>	<b>Neighbourhoods &amp; Community Investment Coordinator</b>
Directorate	Housing and Development
Grade	6
Reports to	Housing Manager
Budget responsibility	Y
People Management responsibility	Y
Number of direct reports	3 (Good Relations Officers)
Indirect reports	1
Location / Base	Woodside Offices, Ballymena
Hours of work	37, Full Time



**Job Purpose:**

The Neighbourhoods & Community Investment Coordinator will be responsible for coordinating the delivery of key objectives relating to the Together Building United Communities/Housing For all Programme within Triangle, enabling enhanced community cohesion in shared housing schemes and the surrounding geographical areas. They will line manage a Good Relations Team to ensure the effective

## Job Description and Person Specification

delivery of excellent, client-driven, community development projects and initiatives based upon Housing for All principles. In addition, The Neighbourhoods & Community Investment Coordinator will coordinate neighbourhood, tenant and community engagement across Triangle's General needs and Sheltered housing stock and ensure effective delivery and implementation of the Anti-Social Behaviour (ASB) policies and procedures, especially for serious / high level ASB issues.

### Key Responsibilities:

- To coordinate the effective and efficient delivery of Triangle's programme of Housing for All Projects and Advisory Groups throughout Northern Ireland
- To promote co-design of Good Relations Plans alongside key stakeholders
- To coordinate the delivery of worthwhile, meaningful and value for money projects within "Together Building United Communities (T:Buc)/Housing for All communities to encourage good relations and improve quality of life for tenants and those living in the wider geographical area
- To line manage and provide daily supervision for a team of Good Relations Officers
- To produce management reports on tenant and community engagement levels, activities and project delivery for Housing for All Projects and within Triangle's general needs and Sheltered housing stock
- To assist the Housing Manager in the identification, development and application of a comprehensive set of key performance indicators for project requirements relating to Housing for All, Neighbourhood Engagement and ASB handling
- To assist the Housing Manager in the development of intelligent reporting and dashboard systems relating to Housing for All project delivery
- To coordinate Participatory Budgeting projects which are linked to Housing for All and Community Investment activities
- To foster strong links and partnerships with external statutory, voluntary, community and political representatives and other partnered Housing Associations to assist Triangle in the successful delivery of Housing for All Projects and neighbourhood involvement, tenant participation and community engagement activities
- To think "out of the box" and assist in the development of new and pioneering approaches to local neighbourhood, tenant and community engagement, and ASB handling
- To put in place actions to increase involvement levels and representation from hard to reach / easy to forget groups amongst general needs and sheltered tenants
- To assist the Housing Manager in the review and implementation of best practice initiatives to support continuous improvement activities in relation to Housing for All, Neighbourhood Involvement and ASB handling
- To coordinate the implementation of initiatives that build community capacity within the various Housing for All areas
- To ensure that project monitoring and evaluation of Housing for All Projects is undertaken in compliance with both funder (DfC) and organisational protocols and prerequisites
- To coordinate and ensure the timeliness of all external / internal reporting requirements
- To produce periodic reports regarding ASB handling / generate Key Performance data for this area of the Association's operations
- To provide support to the Housing Officers to deal with prominent level ASB issues that may impact local estates or residents and develop local, tailored plans to deal with such issues
- To assist the Housing Manager to develop policies and procedures to facilitate the integration of Tenant Engagement, Community Development and Good Relations within fundamental / core Housing Services
- To provide inspiration and motivation to the Good Relations Team and those staff managing higher level ASB
- Facilitate mediation services to help overcome ASB related issues and neighbour disputes

## Job Description and Person Specification

- To assist the Housing Manager in the optimisation of performance and ensure value for money and viability relating to the delivery of Housing for All Projects
- To verify Good Relations Plans for relevant Housing for All (Shared Housing) schemes
- Establish and maintain high level, quality working partnerships with statutory bodies, to include the Housing Executive (NIHE), Department for Communities (DfC), Northern Ireland Federation of Housing Associations (NIFHA), as well as all other relevant statutory, voluntary and community groups, including the P.S.N.I. and local community representatives / other key stakeholders
- To engage at high level with relevant local NIHE staff and the Good Relations Officer from the local council to ensure a joined-up approach to the delivery of good relations in the locality
- To verify the impact monitoring of good relations activities and all community development projects relating to Housing for All
- To assist the Housing Manager in the development of the “MyHome” tenant portal and other web-based platforms in relation to Housing for All
- To assist the Housing Manager to further develop digitalised approaches to ASB reporting and handling
- To coordinate the setting up of the shared schemes’ Advisory Groups and the development and the delivery of the local Good Relations Plans
- To coordinate consultation exercises with communities and local neighbourhoods and oversee the assessment of good relations opportunities in their areas or reduce ASB issues linked to Triangle Developments
- To verify returns of information and other monitoring reports to the DfC’s Shared Housing Team
- To verify communications plans and communications products for Housing for All projects and events
- To assist the Housing Manager to produce general procedures relating to Housing for All
- To verify that adequate consideration of ethnic / cultural diversity and good relations is contained within the Good Relations Plans
- To support the Housing Manager in the development of IT systems aimed at streamlining processes, improving efficiency, effectiveness and enhancing value for money with reference to Housing for All, Neighbourhood Involvement and ASB reporting / handling
- Represent Triangle at meetings, conferences, seminars, courses, scheme events and community/resident group evening meetings as required by the Housing Manager
- To put in place mechanisms to facilitate effective liaison with other teams within the Directorate including Asset Management (Maintenance), Housing Development, Progression to Employment and Floating Support Services
- To assist the Housing Development Department during community local resident consultation exercises
- Ensure that all human resources policies are effectively implemented including staff recruitment, performance management and staff development
- To verify periodically produced reports on performance against key targets
- Represent and positively promote the interests of the Association on various external groups and fora and develop positive relationships with external agencies
- Adhere to the Association’s Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work
- Ensure Compliance with the General Data Protection Regulation (2018) in relation to delivery of Housing for All / T:Buc projects

NB: Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Housing Management Service by undertaking any responsibilities which are commensurate with this grade.

## Working Relationships:

The Neighbourhoods & Community Investment Coordinator will need to establish and maintain effective working relationships with the following:

- The Housing Manager
- Good Relations Officers and Housing Officers
- The Corporate Services Department
- Asset Management, Development, Progression to Employment and Floating Support teams
- Local Scheme Supervisors
- Joint Management Partners
- Tenants
- Good Relations Officer from the local Council
- Housing Executive (N.I.H.E.)
- Department for Communities
- Other relevant Statutory Bodies
- Local Stakeholders, Members of the Community and Community Groups / Representatives
- The P.S.N.I.
- Political Representatives
- Local Religious Leaders
- Representatives for ethnic minorities

## PERSON SPECIFICATION: NEIGHBOURHOODS & COMMUNITY INVESTMENT COORDINATOR

Specific Knowledge
<ul style="list-style-type: none"> <li>• Sound understanding of social housing systems and management</li> <li>• Strong knowledge of the equality issues and relevant legislation with an in depth understanding of the links between equality, diversity, community cohesion, social inclusion and sustainable communities</li> <li>• Sound understanding of general housing policies, allocation systems and background legislation</li> <li>• Sound knowledge of building effective working relationships with community groups, public representatives and statutory agencies</li> <li>• Sound knowledge of how best to engage with internal and external stakeholders</li> <li>• Sound knowledge of how to engage effectively with hard to reach / easy to forget groups</li> <li>• Expert knowledge of Community Development and Good Relations activity through Good Relations and Peace projects</li> <li>• Expert Knowledge of Anti-social Behaviour (ASB) handling within social housing settings</li> <li>• Strong Knowledge of Microsoft Excel, working knowledge of other Microsoft Office Applications</li> <li>• Sound Knowledge of digital inclusion initiatives and use of IT to facilitate tenant and community engagement</li> <li>• Working knowledge of Participatory Budgeting</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Proven daily supervision / line management skills</li> <li>• Ability to self-manage</li> <li>• Ability to delegate effectively</li> <li>• Resilience</li> <li>• Conflict management skills</li> <li>• Big picture thinking</li> <li>• Results driven thinking</li> <li>• Prioritisation Skills</li> <li>• Relationship Building Skills</li> <li>• Coaching Skills</li> <li>• Ability to present performance information to managers using the latest innovations in IT / intelligent reporting systems / dashboard systems</li> <li>• Experience of managing a busy team to deliver excellent results</li> <li>• Ability to plan and meet deadlines and work under pressure</li> <li>• Ability to implement policies and procedures</li> <li>• Good critical thinking skills</li> <li>• Good negotiation skills</li> <li>• Perseverance and being conscientious</li> <li>• Professionalism</li> <li>• Excellent decision-making skills</li> <li>• Excellent communication and engagement skills</li> <li>• Excellent IT skills</li> <li>• Excellent people skills</li> <li>• Diligence</li> <li>• Time management skills</li> <li>• Proven collaborator</li> <li>• Good motivational skills</li> <li>• Ability to produce work to an excellent standard</li> </ul>

# Job Description and Person Specification

Experience
<ul style="list-style-type: none"> <li>• Experience of daily supervision of staff / line management</li> <li>• Experience of motivating staff</li> <li>• Experience of project planning, delivery and management</li> <li>• Experience of setting goals and objectives</li> <li>• Experience of coaching staff</li> <li>• Experience of problem solving</li> <li>• Experience of making complex decisions</li> <li>• Experience of verifying financial returns and monitoring systems</li> <li>• Experience of all housing management functions and understanding / experience of implementing housing legislation, policies and procedures, especially in relation ASB handling</li> <li>• Experience of community engagement, tenant participation or involvement initiatives.</li> <li>• Experience of preparing and presenting reports to management</li> <li>• Experience of overseeing budgets in accordance with policies and procedures/external funding requirements</li> <li>• Experience of building effective working relationships with community groups, public representatives and statutory agencies</li> <li>• Experience of working with both internal and external stakeholders</li> <li>• Can demonstrate good knowledge of Community Development and Good Relations activity through Good Relations and / or Peace projects</li> </ul>
Education/Training & Circumstances
<p><b>Education / Training</b></p> <p>1. Relevant degree* / Third level qualification and two years' relevant experience of coordinating Neighbourhood Engagement / Community Relations / Community Development activities (Essential)</p> <p><small>*A relevant degree / third level qualification is defined as one in Community Development, Sustainable Communities, Housing Management or Housing Studies</small></p> <p>or</p> <p>Five years' community development / neighbourhood engagement experience (Essential)</p> <p>2. Two years' experience of managing staff</p> <p><b>Desirable Criteria</b></p> <ul style="list-style-type: none"> <li>• Experience of Participatory Budgeting</li> <li>• Management Qualification, for example ILM Level IV or above</li> <li>• Membership of professional housing body, for example, CIH</li> <li>• Project Management Qualification</li> <li>• Experience of facilitating mediation services</li> <li>• Experience of dealing with higher level ASB (ant-social behaviour) issues</li> </ul>

## **Circumstances**

- Flexibility and ability to work irregular hours on an occasional basis as required (Essential)
- Full current driving license and access to a car (Essential)