

JOB DESCRIPTION



Part Funded by ESF

Job Title:	Sustainable Communities Project Officer (Grade 5)
Department:	Sustainable Communities
Office Location:	Blackburn
Job Purpose	To work closely with the project lead and local partners to develop, deliver and monitor a range of environmental/diversionary interventions to people of all ages and the wider community within identified neighbourhoods in Blackburn and Darwen, East Lancashire.
Reporting To	Senior Project Officer
Staff Management Responsibilities	Sessional Staff and Volunteers
Range of Decision Making	Daily decisions relating to the prime objectives of the post and within established policies and procedures.
Responsibility for Assets, Materials Etc.	Safe usage of materials and equipment in compliance with Health and Safety Legislation.
Budgetary Responsibilities	None
Key Contacts	Services users including young people, parents and local residents Local delivery partners and other related organisations Contractors and suppliers

Essential Duties & Responsibilities

Through consultation and partnership working make a full assessment regarding the needs of clients of all ages within the identified neighbourhoods, ensuring that all delivered interventions relate to and address those needs, reviewing on a regular basis.

To support in the development and delivery a range of interventions and personal development activities and community projects within identified neighbourhoods ensuring safe and effective target outputs and outcomes are achieved.

To work alongside existing projects and initiatives to add value and avoid duplication of services where appropriate.

To develop positive relationships with key agencies including, job centre's and other local partners to deliver a multi-disciplinary approach meeting the needs of the local area.

To actively recruit people into the project, retain their engagement and encourage them to participate in sessions and activities which raise aspirations, challenge them physically and emotionally enabling them to reach their full potential.

To determine and implement effective approaches which will help people and families develop confidence, overcome barriers and achieve successful transitions.

To support in the development, delivery, monitoring and evaluation of a wide range of universal, targeted and environmental interventions that individuals/groups of people/families want to participate in – at a time and place suitable to meet their needs including evenings and weekends.

To ensure delivery fits in with local neighbourhood plans, strategies and agendas attending forums and meetings to share information and contribute to achieving targets and outcomes.

To ensure that all delivery and provision is compliant with Health and Safety and Safeguarding policies, procedures and guidance.

Provide written and verbal reports as requested and ensure good communication between immediate team members, funders, local key partners, staff at Newground as required and requested.

To demonstrate effective caseload management, achievement of targets, objectives and evidence impact through the effective and accurate recording of activities on the management system through the use of ICT

To complete and carry out Risk Assessments for all activities and initiatives prior to them taking place, recording and storing them on the Management System for approval from Health and Safety representatives

To ensure familiarity with and compliance to Newground's policies and procedures particularly Safeguarding, Health and Safety and the Environment.

To take responsibility for own personal development needs by taking part in opportunities throughout the company/external agencies as identified through regular supervision and yearly appraisals.

To

Corporate Duties

To undertake such duties as may be required by Newground including requirements for evening and weekend work.

1. To represent the Group in a professional manner and to uphold the Group's Values, Aims and Objectives.
2. To seek business opportunities in order to expand the work of Group.
3. To attend any training and development events considered necessary, including professional development.
4. To uphold, contribute to and promote the commitments within the Equality and Diversity Strategy.
5. To observe Health and Safety requirements and report any breaches or potential breaches.

Please Note:

This information is provided to help staff joining the Group to have an understanding and appreciation of the work content of their post and the role they are to play in the organisation. The following points should be noted:

- Whilst every endeavour has been made to outline all the duties and responsibilities of the post, this document does not permit every item to be specified in detail. Broad headings may have been used, which assume that all the usual routines are included.
- Staff should not refuse to undertake work that is not specified on this form. They should record any additional duties they are required to perform and these will be taken into account when the posts are reviewed.

Admin References

File Name

Project Officer (Sustainable Communities)

Date

15/06/2018

Compiled / Reviewed By

Adam Doyle



Job Title: Project Officer
Department: Sustainable Communities
Office Location: Blackburn

Job Purpose To provide a wide range of diversionary activities and environmental interventions to young people, families and the local community living in within identified neighbourhoods across Blackburn and Darwen in line with current projects priorities

Assessment Code:

- E** You must have these attributes as they are the ESSENTIAL requirements of the post.
- D** These attributes are DESIRABLE and therefore an advantage
- A** Application Form
- I/T** Interview/Test (assessment may include a relevant test/practical exercise etc.)

NB: Successful candidates will be expected to submit any necessary documentary evidence for validation purposes (e.g. references, original certificates etc)

Attributes		E/D	A	I/T
Experience	a. Experience of working with young people, single adults and families across an age range of 16-65 years old.	E	✓	
	b. Experience of developing positive working relationships with a diverse range of individuals	E	✓	
	c. Experience of developing and delivering needs led interventions and programmes to promote positive lifestyle choices within the local community and helping people into employment.	D	✓	
	d. Experience of networking and partnership working with local agencies including statutory bodies, the voluntary sector and the business community.	D	✓	
	e. Experience of working to agreed performance targets and complying with funding objectives.	D	✓	
	f. Experience of developing and implanting innovative practice using initiative and judgement.	D	✓	
	g. Experience of dealing with stressful and complex situations	E	✓	
	h. Experience of inputting and retrieving data on computerised information systems	D	✓	
	i. Experience of using Microsoft word and Excel	E	✓	
	j. Experience of collating data and producing statistical information.	D	✓	

Attributes		E/D	A	I/T
Knowledge & Expertise	a. Understanding the complex needs of families residing in Social Housing.	E		✓
	b. Knowledge of policies and legislation relating to community development, safeguarding and supporting vulnerable people.	D		✓
	c. Ability to undertake Risk Assessments	D		✓
	d. Ability to motivate and empower customers	D		✓
	e. Excellent verbal communication skills	E		✓
	f. Ability to produce letters and reports	D		✓
Education & Qualifications	<ul style="list-style-type: none"> Demonstrate a commitment to continuous professional development 	E		✓
Skills & Abilities	a. A good understanding of the link between managing a tenancy, employment and personal development	E	✓	✓
	b. An ability to help customers to overcome barriers and enable them to be 'workplace ready' via one to one mentoring and support.	E		✓
	c. To work effectively as part of a multi agency team	E		✓
	d. To plan, manage, evaluate and continuously improve own workload to ensure its effectiveness and relevance	E		✓
	e. To negotiate and consult with a range of organisations and partners	D		✓
	f. Skills and ability to handle sensitive issues with tact and diplomacy	E		✓
	g. To manage a caseload effectively, maintaining accurate records and be accountable for work undertaken.	E		✓
	h. To cope with change being flexible and adaptable	E		✓
	i. Ability to work under own initiative, organise work schedules and manage time effectively.	E		✓
	j. Ability to promote equality and diversity	E		✓
Other	a. Full Driving Licence	E	✓	
	b. Flexible approach to working hours in order to achieve work demands/priorities.	E	✓	
	c. Ability to organise personal workload with a minimum of supervision.	E	✓	
	d. Satisfactory DBS Check.	E	✓	

Admin References

File Name
Date

Project Officer
22/06/2017

NB Only those competencies below which are indicated by a tick will be assessed as part of the selection process for this job. However, for successful candidates, all competencies listed will be assessed during the probationary period (where this applies), in ongoing one-to-one meetings and as part of the annual appraisal process

Key Competencies	A	I/T
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Heading	Level	Definition		
Delivering Excellent Customer Service	1	<ul style="list-style-type: none"> • Takes time to engage with customers and build rapport • Makes realistic promises to customers and delivers 		/
Communicating and Influencing	1	<ul style="list-style-type: none"> • Listens to people and treats them with respect • Considers, understands and uses the appropriate form of communication based on the message and specific needs of the audience 		
Delivering High Performance	1	<ul style="list-style-type: none"> • Understands and delivers on objectives for own role (meeting quality standards and deadlines) • Priorities activities to ensure deadlines are met 		/
Managing Change	1	<ul style="list-style-type: none"> • Is flexible and willing to try new ideas/ways of working in own role • Is enthusiastic about change 		
Making Decisions and Solving Problems	1	<ul style="list-style-type: none"> • Takes initiative and ownership to gather and understand information to help decision making • Demonstrates good judgement based on logic , about when to escalate a problem 		/
Developing Self and Others	1	<ul style="list-style-type: none"> • Learns from success and setbacks • Demonstrates an openness to learning and development 		
Acting Commercially	1	<ul style="list-style-type: none"> • Shows respect for resources and equipment, taking care to make sure they are used appropriately and not at risk of being wasted/damaged/stolen • Looks for opportunities to improve commercial effectiveness within own role (e.g. minimizing waste) 		
Building Effective Teams	1	<ul style="list-style-type: none"> • Offers help and support to others • Willingly takes on additional tasks to help out • Is a reliable, trustworthy and effective member of the team – does what they say they will do 		
Putting Diversity at the Core of what we do	2	<ul style="list-style-type: none"> • Demonstrates fairness, integrity and consistency in all dealings with others • Willing to work in new and different ways to meet other people's needs • Recognises and challenges inappropriate behaviour 		/
Safeguarding at the Heart of what we do	3	<ul style="list-style-type: none"> • Takes responsibility for making sure we play our part to deal with concerns about a customer's wellbeing and safety and always keep the customer at the heart of our actions • Persist if help is not forthcoming 		/