

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Community Team Leader (Avon, Rother, Solent, Thames)</b>
<b>DEPARTMENT:</b>	<b>Housing &amp; Customer Services</b>
<b>RESPONSIBLE TO:</b>	<b>Community Involvement &amp; Empowerment Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Community Development Officer Community Team Administrator</b>

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### **Job purpose:**

- Coordinate support for the Area Panel ensuring that the quality of our communication and contact with our customers is of a high standard and that resident involvement and community development services meet the expectations of our customers.
- Ensure that effective resident involvement is at the heart of Radian's services within the Area and that Panel members are fully supported and developed.
- In partnership with the Operations Manager, drive forward organisational change and enable staff to assume new roles and responsibilities to meet Radian's objective of providing a high quality service that clearly demonstrates value-for-money and meets our customers' service priorities.

### **1.0 Key responsibilities:**

- 1.1 Work with Area Panels and the Residents Council to ensure that Radian places residents at the heart of its decision-making processes and delivers high-quality, customer-focussed services.
- 1.2 Make area panel meetings, effective, vibrant and fun and coordinate production of 'you said, we did' newsletters and web pages.
- 1.3 Write and present reports to Area Panels and the Residents Council keeping them appraised of area performance, developments and new initiatives, ensuring that Panel members have sufficient information to enable them to discharge their responsibilities effectively.
- 1.4 Bring Radian's Value for Money strategy to life for area panel customers and coordinate local projects that contribute to Radian's 'save £.5m' three year value-for-money campaign that will generate funds with which the Residents Council can design new services.

- 1.5 Work with area teams and external agencies to minimise the social exclusion of Radian's customers and promote positive neighbourhoods.
- 1.6 Identify funding opportunities and co-ordinate bids for grant from the EU, the National Lottery, charitable and other funding agencies, which support community and economic initiatives in areas of our operation.
- 1.7 Develop and manage a team of Community Development Officers providing Radian's resident and community involvement and related services to ensure that value-for-money is achieved and customer needs are met in accordance with prevailing legislation, regulatory requirements, good practice and the Radian's policies and procedures.
- 1.8 Investigate, evaluate and develop opportunities for improving our services to customers.
- 1.9 Recruit, manage and motivate community development staff to ensure that they are trained in the performance of their duties and that their performance is effectively managed. Promote and engender an environment in which organisational change both operationally and culturally can be achieved.
- 1.10 Develop and maintain working relationships with and, where appropriate, contribute to the strategic aims of external stakeholders to ensure that Radian's and our customers' interests are furthered.
- 1.11 Develop, implement and review all relevant policies, practices and procedures to meet Radian's objectives, ensuring that they are up-to-date, effective, deliver continuous improvement, achieve value-for-money objectives and meet the requirements of our regulatory framework.
- 1.12 Ensure production of timely and accurate information required for the construction of annual department budgets, our Housemark benchmark comparisons, our website and for Radian's annual report to customers.

## **2.0 Other responsibilities**

- 2.1 Represent Radian at meetings with other housing related and community organisations and at area panel away days as appropriate.
- 2.2 Ensure that the principle of confidentiality is applied in all aspects of this role.
- 2.3 Carry out any other duties appropriate to this post, as necessary or as requested.
- 2.4 Promote awareness of risk management issues and ensure that all services allocated to the post are managed in accordance with good risk management practice.
- 2.5 Promote and implement Radian's health and safety, data protection and equal opportunities policies in all aspects of the post holder's work.

- 2.6 Comply fully at all times with Radian's 'whistle blowing' policy, the code of conduct for staff and other associated policies relating to conduct at work.
- 2.7 The nature of this post requires evening and weekend work. There is therefore a requirement to attend evening, weekend and 'out of hours' meetings as required.

## PERSON SPECIFICATION

**JOB TITLE:** Community Team Leader (Avon, Rother, Solent, Thames)

**DEPARTMENT:** Housing & Customer Services

**RESPONSIBLE TO:** Community Involvement & Empowerment Manager

**RESPONSIBLE FOR:** Community Development Officer  
Community Team Administrator

Required qualification, skill, experience, aptitude or ability	Essential	Desirable
<b>A. Experience required</b>		
A consistent track record of successful delivery of results, raising standards and achieving sustainable improvements.	✓	
Experience of successfully leading projects engaging residents and staff to achieve a successful outcome.	✓	
Evidence of success in promoting equal opportunities.	✓	
<b>B. Skills and abilities</b>		
A leader who works hard at developing their team ensuring that customers and residents have the right skills to improve services and communities.	✓	
An effective communicator, able to translate the vision to customers and key stakeholders and to help them understand the part they have to play using all forms of communication to get their message across.	✓	
Produce readable, effective and vibrant communication with our customers, bringing to life Radian's vision and values.	✓	
Ability to effectively communicate with customers and understand their needs, often in emotional and sensitive situations.	✓	
An influencer, who can understand others' perspectives and wants to create a 'win win' situation.	✓	
Outstanding interpersonal skills and the ability to establish positive relationships with customers across the organisation. Ability to communicate with different customers in different situations in a friendly, helpful and professional manner.	✓	
Possesses a positive personal presence, and able to make	✓	

presence felt in a way that generates confidence and engenders trust.		
An enthusiastic and effective ambassador for the organisation who will drive through the change necessary to empower customers to be at the heart of our decision making process.	✓	
<b>C. Knowledge</b> Knowledge and understanding of the regulatory framework and its requirements to involve customers in setting local service standards.	✓	
Knowledge of 'involvement' best practice and of the ways other organisations are seeking to comply with the new regulatory environment.	✓	
<b>D. Education and training requirements</b> Educated to GCSE/O Level standard or equivalent, including English. A relevant professional, academic or management qualification and evidence of continuous professional development. Current driving licence and access to vehicle for employment use.	✓  ✓	✓