



**watmos**  
COMMUNITY HOMES

# Recruitment Information

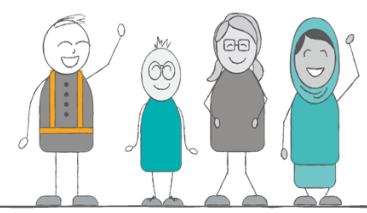
## Community Engagement Officer





# Contents

Letter to Applicants
Job Advertisement
Job Description and Person Specification
Principal Terms and Conditions
About Watmos Community Homes





# Letter To Applicants

June 2024

Dear Applicant,

**Re: Community Engagement Officer**  
**Location: Lambeth, London**

Thank you for responding to our recent advertisement for the post of **Community Engagement Officer**.

To apply you should upload your CV and complete some basic details on our recruitment site, which can be reached by clicking [here](#)

Further information about Watmos can be found on our web site [www.watmos.org.uk](http://www.watmos.org.uk)

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only shortlist applicants who have demonstrated on their CV that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application.

Should you have any questions or have special requirements please e-mail [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk) or contact Jen Medza, Human Resources Assistant on 01922 471910.

- The closing date for receipt of applications is **14<sup>th</sup> July 2024**.
- Shortlisting will take place on **week commencing 15<sup>th</sup> July 2024**.
- Interviews will be held on **22<sup>nd</sup> July 2024**.

Should you have any questions regarding the application process please do not hesitate to contact me.

All the very best with your application.

Yours sincerely,

*M. Anderson*

Michael Anderson  
**Head of Human Resources**





# Advertisement



**watmos**  
COMMUNITY HOMES

Leading the way in resident empowerment Watmos' unique approach has put it at the forefront of transforming communities, providing great homes and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

## Community Engagement Officer

**£28,560 pro rata = £23,157 (part-time 30 hours per week)  
plus many benefits.**

**Location: Lambeth, London.**

This role involves providing a community engagement service and administrative support in association with the Senior Community Engagement Officer (SCEO) and residents. You will support the SCEO to develop and maintain resident engagement routes and assist in producing and disseminating key performance indicator information.

The ideal candidate will have experience working with local communities to achieve positive outcomes and a background in housing or administrative roles. They should excel in written and verbal communication, interpersonal relations, report writing, organisation, negotiation, IT and possess strong customer service skills.

We are genuinely proud of our diversity, our people, our values, our homes and our achievements and you will support our ongoing evolution.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We encourage applications from those of all backgrounds and strongly value having a workforce that includes people who have different life experiences.

**To download a recruitment information pack and apply:**

**Visit:** <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

**e-mail:** [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk)

**Write to:** Jen Medza, Human Resources Assistant  
Watmos Community Homes, 116-120 Lichfield Street,  
Walsall, West Midlands, WS1 1SZ

**Closing Date:** 14<sup>th</sup> July 2024





# Job Description

<b>Job Title:</b>	Community Engagement Officer
<b>Department:</b>	Communities
<b>Responsible to:</b>	Senior Community Engagement Officer
<b>Responsible For:</b>	None
<b>Significant Relationships:</b>	Watmos Staff Residents Local Committee Members Visitors Key Stakeholders
<b>Location:</b>	London Post: Watmos Community Homes, 163-165 Lambeth Walk, Kennington, London, SE11 6EE. Hybrid working.
<b>Special Conditions:</b>	Some weekend and evening work will be required.

## Job Purpose:

### General

- Provide administrative support and service to the Senior Community Engagement Officer (SCEO) and residents in respect of consultation and community development.
- Support the SCEO to develop and maintain resident engagement routes including the Resident Voice database in addition to other meetings/events.
- Assist the SCEO in producing and disseminating KPI information as necessary.
- Provide a responsive highly supportive and proactive administrative service as required to SCEO.
- Assist the SCEO to prepare and present reports, in a timely fashion, as required.

### Strategy & Reporting

- Gather data from surveys and consultation exercises to inform proposals.
- Collect feedback from the Resident Voice and present in a clear and meaningful format to enable detailed analysis.
- Assist the Communications Officer with publications providing articles on activities of the team.

### Community Activities

- Provide a thorough administration function to community initiatives to include promotion, registration, logistics of venue hire, catering and key holding arrangements and cleaning etc.
- Assist in managing and maintaining the Resident Voice database and utilise to identify target audience.





# Job Description

- Be available to personally attend to support delivery of community initiatives as necessary.

## Involvement & Engagement

- Assist with maintaining the Resident Voice database.
- Liaise with and provide excellent communication services to residents and members of the public.
- Work towards achieving the goals of the Resident Engagement Policy.
- Community events, consultation exercises, away days etc. will often be outside of traditional office hours.

## Key Responsibilities

1. Provide efficient administrative support to the SCEO by collecting relevant data from consultative events.
2. Administer and support resident engagement meetings including minute taking, developing agendas and distribution of papers where necessary.
3. Maintaining and updating the Resident Voice database.
4. Attend Meetings to take minutes as necessary (e.g. complaints panel or project team meetings).
5. Build good working relationships with residents, colleagues and the Chair and Committee members of our TMOs.
6. Where meetings are held online via video conferencing ensure all participants are able to access and take part effectively.
7. Ensure effective communication of information between the residents and staff.
8. Develop strong and effective engagement routes for residents.
9. Maintain the momentum of regular Resident Voice meetings.
10. Ensure the delivery of highly efficient administrative support.
11. Set up and manage robust administration and filing systems to manage the processing of papers, sensitive documents, reports, accounts and ensure effective maintenance of all records (manual and computerised). Have clear and ordered files and records of all papers in respect of every Resident Voice exercise ensuring they are stored in line with Company and Committee rules and regulations.
12. Process and action relevant correspondence.
13. Assist the SCEO in creating and distributing newsletters, flyers and leaflets.
14. Deliver word processing, correspondence, reports and papers as required to a high standard of accuracy and speed.
15. Manage files and folders, file in chronological order, archive files/documents and shred unwanted documents.
16. Transfer all paper files on to the One Drive document management system.
17. Provide cover and support as required.





## Job Description

18. Establish, develop and maintain effective working relationships with all work colleagues to ensure meetings and the wider work of Watmos is delivered in a resident-centred way.
19. Comply with and implement the GDPR (General Data Protection Regulation).
20. Carry out any other reasonable duties commensurate with the post as required by Managers.
21. Be competent in day-to-day admin tasks e.g. invoice processing & record keeping.

### Note:

No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.





# Person Specification

## ASSESSED

### ON APPLICATION FORM

### AT INTERVIEW PROCESS

#### Qualifications

- |  | ON APPLICATION FORM | AT INTERVIEW PROCESS |
|--|---------------------|----------------------|
| 1. 5 GCSEs (A-C, 4-9) including English Language or relevant degree or relevant law qualification or equivalent <b>and</b> Level 3 qualification in Business Administration or equivalent <b>or</b> Qualified by experience to equivalent level. | ✓                   |                      |

#### Professional Knowledge and Experience

- |  |   |   |
|--|---|---|
| 1. Experience in an office environment, housing or administration role.  | ✓ | ✓ |
| 2. Experience of planning and organising a range of activities and events.   | ✓ | ✓ |
| 3. Experience of developing and implementing office systems.   | ✓ | ✓ |
| 4. Experience of compiling and maintaining accurate written, computerised and statistical records.                                 | ✓ | ✓ |
| 5. Experience of working with local communities to achieve successful outcomes in the delivery of services which meet their needs. | ✓ | ✓ |
| 6. Experience of working in a customer focused service delivery environment.   | ✓ | ✓ |

#### Skills and Abilities

- |   |   |   |
|---|---|---|
| 1. Aptitude for general administration.   |   | ✓ |
| 2. Commitment to resident involvement and empowerment.  |   | ✓ |
| 3. Excellent written English and communication skills with the ability to communicate information articulately, fluently, understandably and concisely whether verbally or in writing to tenants and residents. | ✓ | ✓ |
| 4. IT literacy skills and the ability to use Microsoft Word, Excel, Outlook and other appropriate software packages to a high standard.   |   | ✓ |
| 5. Strong interpersonal skills at all levels.   |   | ✓ |
| 6. Able to show integrity and maintain confidentiality.   |   | ✓ |







# Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
7.	Able to prioritise work to meet targets and deadlines.		✓
8.	Commitment to fairness, equality and diversity.		✓
9.	Demonstrate enthusiasm, drive and initiative.		✓
<b>Flexibility and Commitment</b>			
1.	Commitment to attending evening and weekend meetings and events and events as required.		✓
2.	Willingness to contribute to and be actively involved in Watmos tenant involvement and community empowerment activities and events.		✓
3.	Willingness to travel as required.		✓
4.	Demonstrate a positive attitude, problem solving skills and be approachable.		✓





# Benefits

## My Pay

- Competitive salaries, which are benchmarked regularly.
- Salary reviewed annually.
- Enrolment into a pension scheme (4% employee contribution, 5% employer contribution). Opt-out available.
- Enhanced maternity, paternity, adoption and shared parental pay.
- Enhanced sick pay for when you really need it.
- Travel to work loans.
- Electric vehicle car lease salary sacrifice scheme.
- Considerable savings via our high street discount schemes – retail, travel, gym and leisure discounts.
- Enhanced travel expenses.
- Additional pay when working away from home for more than a night.
- Free professional subscriptions.
- Free car parking.

## My Wellbeing

- 25 days annual leave rising to 30 days.
- 8 bank holidays.
- 4 additional concessionary leave days.
- Employee Assistance Programme offering support for home and work issues.
- Interactive wellbeing app designed to enhance your overall wellbeing.
- Access to free 24 hour counselling.
- Cycle to work scheme.
- Free flu jabs, eye tests and occupational health advice.
- Free tea and coffee etc.
- Ongoing assessment of your wellbeing and motivational drivers (work and personal) via 'Open Blend' software.
- A culture that promotes equity, diversity, inclusion and belonging.

## My Flexibility and Work-Life Balance

- Hybrid working (home and office working), where role allows.
- Flexible working depending on your role. Flex your start and finish times.
- Flexi-leave. Additional time off for accrued flexi-time.
- A wide range of family friendly policies.

## My Development

- In-person and online training sessions as well as e-learning, coaching, interactive workshops and external courses leading to a qualification.
- An innovative approach to performance management via the 'Open Blend' software coaching framework, putting the employee and their development at the heart of conversations.





# About Watmos

## Our Mission and Vision

By delivering our corporate objectives we will fulfil our mission, which is our 'core purpose' and our vision, which is what 'we ideally want to achieve for our residents'.

Our mission and vision are set out in the graphic to the right.



### Our Mission

To provide great homes and services, build strong communities and improve people's lives.



### Our Vision

To build a strong community focussed organisation where all our residents can prosper in healthy, safe and vibrant neighbourhoods.

## Our Values

Our values are very important to us; they are our guiding principles driving what we do and how we work to deliver our Corporate Strategy. They reflect who we are and how we want to be seen.

Our values were developed by our Board and staff, and we hope everyone who meets us will agree that we live by them, and they are real. Our values are set out in the graphic to the right.



**We are Stronger Together:** We value the diversity of talents, perspectives and experiences of our people. We work collaboratively to foster creativity, challenge constraints and achieve shared goals.



**We have Integrity:** We are sincere and act with honesty and fairness. We keep our promises and are accountable for what we do, how we work and our decision making.



**We are Caring:** We work for the wellbeing and safety of our people showing empathy and understanding. We take responsibility for our environment.



**We Strive for Excellence:** We constantly review and improve how we do things. We take pride in our work. We make decisions that drive value for money and social impact.



**We are Community-Focussed:** We provide support to develop the skills, health and wellbeing of residents and build the capacity of community groups to help support thriving communities.



**We are Agile:** We are adaptable, resourceful and dynamic. We innovate to rise above challenges to make best use of our resources.

Link to Corporate Publications: <https://www.watmos.org.uk/corporate-publications>

