

Job Profile Information: Building Safety Resident Engagement Lead

Job Title: Building Safety Resident Engagement Lead
Job Grade: Level 5, Zone 1
Salary Range: £49,930 - £57,543

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

Reporting to the Head of Resident and Building Safety your role will lead on the development and delivery of resident engagement for Camden's Housing Stock setting out a strategic program to deliver the requirements of Camden 2025, the Building Safety Act, Fire Safety Act and the Social Housing White Paper through the lens of Camden's Residents.

You will lead the Governance of the Resident Safety Programme Board, and the overall programme management arrangements for the Resident Safety Programme. This will also include ongoing development and performance monitoring against Camden's Resident Safety Charter.

You will lead on creating and delivering a communication programme that seeks to identify and embed behavioural change to make Camden's Residents and Housing stock safer. You will employ the most appropriate communication methodology to maximise Camden's reach to communicate, engage and educate residents to make them safer and to promote how residents can hold Camden to account. This will include the use of various communication channels including the use of digital and social media.

You will have oversight of developing the Resident Engagement Strategies for High Rise Residential Buildings (HRRB) working with relevant internal and external stakeholders including the Building Safety Team. You will also work with residents to get their input into the development of the Building Safety Cases, working out how we can communicate the safety cases to them and make sure they reflect residents' lived experiences.

You will set the strategic engagement methodology for the Property Directorate for residents for Capital (fire safety) Programmes setting the standards for transparent and successful engagement using the most appropriate tool(s) to maximise success.

You will advise Chief Officers, Members and residents on all aspects of the Resident Safety Programme and emerging requirements such as the Social Housing White Paper

You will make sure residents and resident groups have a voice in decision-making, either directly or through legitimate intermediate institutions that represent their interests. Participation being built on freedom of association and speech, as well as capacity to participate constructively. Existing resident groups to be supported and encouraged. The job holder to monitor input and output from such meetings, to make sure that voices are heard and suitable actions taken to resolve requirements and to communicate back effectively and honestly.

You will represent the Council on Government working groups to ascertain best practice, how the Council can implement the new legislative requirements and how residents can be engaged as part of this

You will work with the Cabinet Member for Better Homes, resident representatives, London Fire Brigade and the Head of Resident Safety to set the agenda for the Fire Safety and Compliance Advisory Panel

Build and maintain successful internal and external relationships, including residents, Council officers, enforcement authorities, services providers, contractors and professional institutions.

You will work closely with the Head of Resident & Building Safety, internal/external stakeholders and other relevant services to ensure that any activities or works carried out to HRRBs are clearly communicated to residents and clear communication channels are established. properties are maintained in accordance with best practice.

You will be responsible to developing Resident Engagement Strategies for the HRRBs the team manage and a clear communication plan for to residents.

You will establish systems working with internal services to manage and monitor risk where appropriate.

About you

- Resident engagement and consultation
- Communication campaigns
- Public sector service delivery and development
- Programme governance
- Project management
- Statutory consultation regimes and processes
- Working with elected members
- Must have demonstrable experience owning and delivering an integrated communications strategy
- Excellent written and verbal communications skills with great attention to detail
- Ability and experience working as sole communicator; must be both strategic and tactical

- Highly motivated self-starter with great organisation skills and the ability to juggle multiple priorities in a complex and demanding environment
- Demonstrable experience of engaging and growing social media audiences – internal and external
- Management of content across corporate websites and use of social media

Work Environment:

- The post holder will be required to carry out regular and frequent visits to High Rise Residential Buildings and other Camden buildings to engage with residents, Camden Staff and contractors, this will involve visits to dirty and noisy building sites and wearing personal protective equipment.
- The post holder will be required to attend meetings out of hours and be occasionally contactable for emergencies outside business hours.
- The post holder will be required to work in an 'agile' way in line with Camden's policy of a paperless and flexible work environment, which may include working at home or in a different office for part of the week.
- The post holder will operate within a complex and occasionally sensitive framework, confidentiality and discretion must be observed at all times.

People Management Responsibilities:

This post has no direct line management responsibility.

This post is one of Career Practitioner having direct responsibility for interpreting new legislation and regulation and how this impacts Camden's residents. The service operates on the principle of self-managed teams, involving a high degree of matrix management within Property and Contracts and the post holder will lead areas of work using staff resources across the service, without having direct line management responsibility.

The post holder is responsible for applying and supporting colleagues to have good awareness of, and work in compliance with, all Council policies, standards, finance, procurement and legal requirements, and technical best practice, and proactively contributing to continuous improvement of the service including resident engagement strategies.

The post holder is required to take part in appropriate and relevant mentoring, training and development to support and develop him/herself and colleagues, whilst working with colleagues to manage performance in accordance with and using the tools from Camden's performance management procedures.

Because the Council operates in an 'agile' way, with staff working in various locations and at home, the post holder will be responsible for the work of staff who are often not physically in the same workspace.

Responsible within the context of the Camden Way of working, by taking a lead in delivering services for the people of Camden, working as one team, taking pride in getting the work right first time and finding better ways to deliver results.

Relationships:

The post holder is wholly accountable to the Head of Resident and Building Safety for the areas of responsibility assigned to them. The post holder will be required to exercise discretion and make decisions in relation to achieving service outputs, and with responsibility for developing and improving the service

The post holder is responsible for decisions and management of risk which impact on the Council's reputation and relationships with property users, Regulators, the public and elected members, through performance on technical and contractual compliance

The post holder needs to exercise considerable initiative and is expected to work autonomously to ensure service objectives deadlines are met. This includes providing information for contribution to reports for the Directorate Management Team, as well as to occasional briefings and responses to internal and external stakeholders on complex matters.

The post holder liaises regularly with internal and external stakeholders. There is also liaison with and management of contractors on a regular basis and occasionally with consultants. The post holder needs to have strong interpersonal skills, the ability to develop networks and working relationships and use them to good effect.

Regular contacts include technical staff across the Council, senior officers, representatives from external organisations, and the Council's communication teams.

The post holder needs to be able to write and speak in a jargon-free style and with conciseness, clarity and focus which communicates effectively to the situation and audience. S/he needs to be able to build support for maintenance standards and practices by building strong relationships with contractors and officers and in turn supporting them in their objectives.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.