

Job Profile: Consultation and Engagement Officer

Job Title: Consultation and Engagement Officer

Job Grade: Level 3, Zone 2

Salary Range: £36,984 - £42,526

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. This role facilitates effective co-operation between Camden officers, residents, and key stakeholders. Ensuring stakeholders receive accurate information in regards to planned and actual project delivery, empowering residents to voice their experiences and supporting Camden to listen and understand.

About the role

Responsible to the consultation manager for supporting communication and resident engagement strategies of the Council's Property Management directorate, you will observe strict protocols relating to resident interaction, liaison between contractors, housing and legal departments, elected members and the general public. This includes working sensitively with Cabinet Members, local ward councillors, and residents to monitor and support communication and engagement around Property Management matters.

About you

- Educated to degree level or with suitable relevant experience in stakeholder consultation in a construction environment.
- Understanding of issues impacting on hard to reach groups and effective interventions to counter disadvantage.
- Experience of a range of methods of consultation, engagement, and involvement.
- Strong communication skills, with the ability to represent the council in public & interact with a wide range of audiences, managing conflict in highly charged public meetings.
- Knowledge and understanding of community consultation processes.
- Knowledge and understanding of access protocols relating to social housing and leaseholders within the borough.
- Knowledge of current housing and social policy issues and legislation.
- Experience of working in a political environment.

Work Environment:

Working from offices in Holmes Road and 5 Pancras Square, as well as home working. Attendance at evening or weekend meetings as required.

People Management Responsibilities:

None

Relationships:

In this role you will work with lots of different individuals and organisations, including

- Staff within Camden Council
- Specialist support teams/contractors
- Consultant
- Councillors of Camden Council
- Government Departments and agencies and Schools
- Private and voluntary sector providers of relevant services
- Other public sector providers and organisations
- Members of the public
- MPs

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

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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.