

Job Profile

Job Title: Intensive Tenant Engagement Area Project Manager
Job Grade: L4Z2 – 12 month fixed term
Salary: £45,042 - £51,870

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:

Your role will be one of five, working to oversee a critical and new programme of activity directly reaching all 22,000 of our housing tenants. The coordinators will work alongside a Programme team, and supported by colleagues from Communications, Data and analysis, and Participation.

2023 is the first year of a new regulatory environment for Council housing which has coincided with a major change programme across the Council's Housing Management division and a corporate focus on our estates through the Housing Mission.

The outcomes we are seeking to achieve from this programme are:

1. Effectively communicate a complex issue to residents in a clear, concise, and relatable manner, promoting understanding and engagement about the place where they live
2. Foster authentic resident engagement within their community: encourage meaningful participation and feedback from residents in order to build a stronger sense of community and promote positive change where they live.
3. Enhance resident's sense of pride about where they live: Improve our service offer to residents, empower residents to take an active role in shaping their living environment by providing resources, support and opportunities to work together to solve problems together. In instances where we are unable to resolve issues directly, we will offer support and alternative solutions to ensure that residents feel heard and valued.
4. Create a vibrant and fulfilling resident experience: promote a culture of positivity and growth within the community by offering a variety of enriching activities and events that foster social connection and personal development.

This programme has been outlined as a Corporate priority by the Leader and Chief Executive.

Responsibilities:

This role is responsible for co-ordinating the delivery of engagement and action planning in one of 5 areas in the borough (around 2,000 homes). As this is a developing role, exact responsibilities may change based on learning.

- 1) Ensure the right preparation is in place ahead of a schedule of Action Days and Door Knocking events, and operations are in place on the day, including:
 - Ensure that key information including insight and intelligence is shared ahead of Door Knocking and Action Days.
 - Have oversight of staff resourcing (such as staff for door knocking, or representation of services at Action Days), and making sure they are fully briefed

- 2) Overall project management of activity in your area, and support to the Programme team, including:
 - Regular check-ins with Programme leads and peers
 - Ensuring issues and risks are identified and addressed or escalated
 - Ensuring that meetings are scheduled, invites sent out and project trackers are populated and updated regularly
 - Capture actions and matters arising in meetings
 - Maintain a log of all expenditure on estate engagement
 - Help ensure the dedicated email inbox regularly by the team, notifying services of incoming correspondence and queries from residents
 - Working with the communications lead, ensure timely communication goes out to residents in advance
 - Estate Action Plans are created in a timely manner

- 3) Development of action plans to ensure issues are addressed, including:
 - Systems are working to identify and track immediate household-specific issues (such as repairs)
 - An initial list of “quick wins” so tenants can see the Council responding in the short term
 - Work with Data and Digital to analyse findings from door knocking and Action Days
 - Working with Policy Design, the Participation team, and others to develop and ensure delivery against Estate Action Plans that deal with longer term and more systemic issues

- 4) Working with the communications lead, ensure ongoing and timely communication with tenants, including:
 - In advance of door knocking and action days
 - Timely feedback on headline lessons learnt
 - Ongoing communication as and where appropriate

- 5) Continuing to deepen your knowledge of housing in Camden, including
- Understanding the new regulatory environment for Council housing
 - An understanding of Camden housing services
 - Looking for opportunities to align with the Housing change programme.

Work Environment:

- The job involves a combination of office-based work, working from home and occasional outdoor site visits throughout the year
- The job requires flexibility with regard to delivering the action days.
- The post works across housing estates that are based within an inner city environment.
- Work will sometimes take place outside of normal office hours evenings and weekends.

People Management Responsibilities:

None directly

Relationships:

- Project/ Programme leads
- Strategy Team
- Participation Team
- Housing Services Teams
- Neighbourhood (housing) Teams
- Repairs Teams
- Community Safety Team
- Data Team
- Public Health

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

Structure Chart

