

## Job Profile Information: HS2 Community Liaison Officer

This supplementary information for the Community Liaison Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Communications at Job Level 4 Zone 1

### Camden Way Category 4

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### Role Purpose:

HS2 is a key priority for Camden Council due to the unprecedented and significant impacts on the Borough. The Council needs to respond to the operational challenges of large-scale construction in order to allow our communities to continue to live healthy, happy and safe lives. We need to hold HS2 to account on their commitments, whilst delivering our statutory duties.

This is a fast paced, high profile role that requires an individual who understands Camden's communities, is able to build relationships and work with the community and partners while holding the confidence of our elected members. The post holder will have management and leadership skills, be comfortable with ambiguity, be creative and innovative in their problem solving and able bring people with them.

### Example outcomes or objectives that this role will deliver:

- Ownership of the council's community engagement activities within the neighbourhoods impacted by the HS2 scheme
- Hold HS2 Ltd to account on our assurances, specifically those relating to Community engagement; secured through the House of Commons and House of Lords Select Committee processes
- Lead working with the communities impacted by HS2, being their point of contact in to the Council, providing timely responses to their queries. Assessment and analysis of the issues raised and identification of future community risks and solutions
- Ensure that residents are aware of the HS2 scheme, how this affects them and what support is available to them
- Resolve resident and business and other community groups' queries on a range of HS2 issues.
- Engage and directly update the Leader of the Council, local MPs, Cabinet Members, ward Members and Chief Officers on HS2 community issues.
- Provide guidance and advice to colleagues across the Council on HS2 related community issues.
- Join up community engagement activities across housing, open space, regeneration and planning, transport, business support and air quality.
- Work with HS2 Ltd, CSJV (HS2 enabling works contractor), SCS (HS2 main works contractor), Mace Dragados (HS2 station contractor) and Lendlease (Euston master development partner) to ensure communications and engagement with the community is appropriate and effective
- Work to deliver our HS2 communications and community engagement ensuring our messages are clear and joined up.

### **People Management Responsibilities:**

There are no formal management responsibilities for this role.

The role will be expected to embrace the ethos of a self-managed team, where resources are used flexibly to deliver agreed priority areas of work. They will define priorities, set objectives and manage the workload. The post holder will agree resources with the HS2 Programme Lead.

### **Relationships:**

The role reports to the HS2 Community Liaison Manager and works closely with the HS2 Programme Lead and others within the team.

You engage directly with the Leader and Chief Executive of the Council to provide HS2 updates. You will also work closely with the Cabinet Member for Investing in Communities and the relevant ward members in the HS2 impacted areas.

To be effective, the role will engage and communicate with the following stakeholders:

- **External (community)** – provision of information, guidance and advice to residents, businesses, local voluntary and community sector and other members of the community regarding/resolving HS2 related issues as necessary, building trust and assuring support is delivered in a resident centred way
- **External (partners)** – ensuring that HS2 delivers on its community engagement assurances, mitigates the impacts of the scheme as much as possible and residents get the best possible outcomes, given the levels of disruption the scheme will cause
- **Professional** – productive working relationship with HS2 Ltd and its contractors, Lendlease, Council services, HS2 Residents' Commissioner, HS2 Construction Commissioner and other professionals to ensure they are aware residents', businesses' and others who have concerns, queries or complaints about the HS2 scheme.
- **Internal** – work with the HS2 Core Team, which includes Legal, Communications, Transport, Housing, and others representing the diverse impacts HS2 as well as working relationships with colleagues in the Euston Team, Parks and Green Spaces, Housing, Development Management, Community Safety, Transport Strategy, Environmental Health, Adult Social Care and other colleagues from across the Council.

You will support cross organisational working, identifying when key community expertise and strategic knowledge is needed from across the Directorates. You will keep Chief Officers and senior managers from across the Council informed and up to date on progress with the programme and particularly community liaison work, ensuring they know when key pinch points and pressures are likely to occur and impact on their teams.

This role is high profile, the relationships are sensitive and nuanced. Strong partnership working and stakeholder management is a critical requirement of the post.

### **Work Environment:**

- The post holder will be based at 5 Pancras Square
- They will spend a significant amount of time meeting members of the community either one-to-one or at community based meetings, representing the Council and providing advice on the Council's position on HS2 matters. They will also attend meetings with HS2 and their contractors representing the Council. The role will require attendance at evening and weekend meetings/events.
- The role is within a politicised work area – the post holder will be expected to appropriately handle P/politically sensitive and volatile issues.
- The post holder will know how to respond to a wide range of situations including, sometimes, hostile community environments.
- The post holder will be expected to work independently and with minimum supervision and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to the community in Camden. However, they may require guidance from senior officers/managers on occasion.

### **Technical Knowledge and Experience:**

- Educated to degree level or equivalent or able to clearly demonstrate the skills, knowledge and experience set out below
- Community awareness and acumen to head up complex conversations with Camden's impacted communities
- Excellent stakeholder management skills, with experience across a wide range of service, cultures and seniority
- Excellence in customer care and understanding of the role of local government in supporting residents and businesses to access services
- High degree of P/political awareness, demonstrable Member confidence and experience of working with publicly elected representatives
- Experience in organising, managing and coordinating cross-service projects that lead to successful outcomes
- Strong analytical skills and ability to resolve issues at pace
- Excellent communication skills
- Ability to motivate and enable people through collaborative working
- Knowledge of the HS2 scheme
- Knowledge of key partnership organisations
- Understanding of current public policy issues

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)