

Job Profile Information: HS2 Community Liaison Manager

This supplementary information for the Community Liaison Officer is for guidance and must be used in conjunction with the Job family Communications at job Level 5 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. As construction ramps up, we are moving into a new phase of work and are creating new models of participation in the local area. This role will help lead this new model of engagement to ensure that citizens are at the heart of council operations, ensuring our Camden 2025 vision is upheld in areas affected by HS2, despite the negative and counter-productive effects of construction.

The post holder will comfortably hold the confidence of the local community in order to influence senior decision making with local citizens in mind. The post holder will also develop strategic engagement relationships with local delivery partners and stakeholders (including DfT, Network Rail, GLA, TfL, Lendlease and HS2 Ltd and their contractors) to deliver responsive services to communities affected by HS2.

This is a fast paced, high profile role that requires an individual who understand Camden's communities, is able to build relationships and work with the community and government partners while holding Member confidence. The successful candidate will be comfortable with ambiguity, be creative and innovative in their problem solving, and able bring people with you.

Example outcomes or objectives that this role will deliver:

- You will work collaboratively with the local community to hold HS2 Ltd to account on our assurances, specifically those relating to Community engagement.
- You will lead working with the Community impacted by HS2, helping join up community liaison activities across housing, open space, regeneration and planning. This will mean supporting and working closely with the HS2 Communications team, Placeshaping, Parks, Housing, Property, Adult Social care and other colleagues from across the Council.

- You will be the lead contact for Cabinet and Ward Members on HS2 Community related activities.
- You will help lead our communications and community engagement ensuring our messages are clear and joined up and that we listen and respond rapidly to concerns and issues.
- You will work closely with comms colleagues to ensure messaging is fit for purpose for the community
- You will support the Euston Strategic Plan, supporting the Euston Programme team to deliver the Planning brief and growth strategy for Euston.

People Management Responsibilities:

The role is supported by an excellent multidisciplinary team.

You will report to the HS2 Programme lead. You will matrix manage the HS2 Communications Manager and other team members as necessary.

Relationships:

You play a crucial role in supporting the Leader and Chief Executive of the Council to be informed and ready to influence key Members of the Community impacted by HS2.

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

You will work closely with the Programme lead in their liaison with the Leader of the Council and lead Cabinet Members. It is critical that the post holder knows when to escalate key strategic or politically sensitive information.

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 but will be expected to regularly visit areas in Camden that are impacted by HS2 construction. The role may require attendance at evening and weekend meetings/ events.

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
- Strong political awareness and demonstrable Member confidence
- Strong analytical skills and ability to resolve issues at pace
- Excellent communication skills both written and verbal
- Managing people – ability to motivate and enable people through matrix management and collaborative working
- Good knowledge of the HS2 scheme
- Knowledge of key partnership organisations
- Political awareness
- Good 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 Camden, please visit by clicking [HERE](#)