**Job Profile Information: HS2 Community Liaison Officer**

**This supplementary information for HS2 *Community Liaison Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level……3…………. Zone……1………**

**Camden Way Category …3…………………………………**

**Role Purpose:**

The key purpose of this role is to engage with and support the local community stakeholders (including tenants and home owners, businesses, community organisations and groups) that are affected by the HS2 scheme. The post holder will ideally be a resident from the local area and thus able to lead peer-to-peer engagement and support, or will have an in depth knowledge of the local area. The post holder will lead a team to help resolve issues with teams across the Council to ensure that issues relevant to the local community are understood and responded to appropriately. The post holder will also hold relationships with a wide range of external stakeholders, including HS2 Ltd, Thames Water, the Metropolitan Police, Lendlease and Transport for London.

**Example outcomes or objectives for this role:**

* To be involved and lead local discussions with colleagues, tenants and homeowners, businesses, councillors, partner agencies, community groups, and neighbours to identify issues and work with the community to find effective solutions

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* Develop and lead the good working relationships with local partnerships, community groups and service providers in the Regents Park, Somers Town and, to a lesser extent those living on and around the Chalcots Estate and South Hampstead. To establish a conduit between local community concerns and relevant service departments, keeping all parties well informed and updating them on construction impacts to residents.
* Help develop training and information programmes for community groups, community representatives and Councillors as necessary.
* Manage a small team of officers, resolve more challenging issues and use judgement to escalate issues to the relevant managers within the Council’s HS2 Core Team
* To participate in and contribute to the monitoring and evaluation of the impacts of HS2 works and share learning practice within the Council and with other agencies as required
* Be available in the local area to provide the community the opportunity to have face-to-face liaison with the Council so that the community can raise their concerns directly and where necessary facilitate letter dropping to assist those communications.
* Organise appropriate community events, meetings, walkabouts and workshops to engage local tenants and leaseholders and businesses to provide ongoing support to the community and input the outcomes into reports, presentations, documents and briefings for varied audiences.
* Attend meetings between key stakeholders, local members, development managers (and other colleagues as necessary) and the contractor and communicate an accurate record of the meetings and feedback to the Council’s HS2 Housing Manager and HS2 Community Liaison Manager.

**People Management Responsibilities:**

The role will have line management responsibilities of two HS2 Liaison Assistants.

**Relationships:**

The post holder will support the work of HS2 Housing Manager to lead relationships with a wide range of statutory and community stakeholders and partners, senior officers and Members in order to:

* seek opinion and experience of HS2 impacts
* support the community to work in collaboration with the Council to identify solutions to mitigate these impacts.

**Work Environment:**

The post holder will work flexibly with changing and conflicting priorities, regular attendance at evening consultation meetings and on occasion weekend working. The demands of the job are likely to involve frequent changing circumstances and priorities.

The role will be based in the community on the Regents Park Estate but the post holder may be required to divide their time between Camden Offices and traveling to meet with individuals in their local community to understand their issues and concerns.

This role requires the post holder to work independently and develop ways to engage with residents, businesses and community groups around the HS2 scheme. The engagement process will incorporate best practice and reflect Camden 2025 approach of the Council, communities and partners working together in shared endeavours.

This is a dynamic challenging role and the post holder will need effective ways to relate to and engage with the community and to be able to deal calmly with difficult and sometimes distressing conversations and situations. The post holder will escalate issues and concerns to the HS2 Housing Manager that are identified as blockers or may directly affect stakeholders in an appropriate manner and agree their resolution and implementation.

The post holder must be able to operate in a politicised and sensitive environment and be able to listen, absorb and reflect on what is being said to them. They will need to summarise and articulate the views of various groups and ensure that these views are communicated correctly to the decision makers.

**Knowledge and experience**

Whilst no formal qualifications is required the post holder will undertake community outreach and coordinate the feedback to more senior managers. The post holder will have:

* Experience of working with a wide range of customers from different backgrounds and cultures
* Experience of diffusing tensions and calming people who are upset
* Knowledge of Regents Park, Somers Town and the HS2 construction

**Skills and Abilities**

* Able to lead small meetings with residents and stakeholders and provide accurate verbal updates or written feedback including reports to a good standards
* Ability to organise their work and supervise that of their team within the guidelines provided by the relevant manager
* Work methodically and maintain accurate records for the teams work
* Ability to cope with the demands and pressures of the post, whilst producing high standards of work
* Ability to work flexibly at various locations around the borough and unsocial hours which could include evenings and weekends
* Be able to demonstrate a commitment to equality and diversity
* Be able to use Camden’s IT systems after suitable training