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

**This supplementary information for *HS2 Community Liaison Assistant* is for guidance and must be used in conjunction with the Job Capsule for Job Level……2…………. Zone…2…………**

**Camden Way Category ……………2………………………**

**Role Purpose:**

The key purpose of this role is to assist Camden Council’s HS2 Community Liaison Officer to engage with and support the local community stakeholders (including tenants and homeowners, businesses, organisations and community groups and neighbours) that are affected by the HS2 construction project. The post holder will ideally be a resident from the local area and thus be able to participate in peer-to-peer engagement and support, or will have an in depth knowledge of the local area. The post holder will collaborate 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:**

* First point of contact to the local community stakeholders in the Regents Park, Somers Town and, to a lesser extent, those living on and around the Chalcots Estate and South Hampstead.

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* To support the work of the team to foster and maintain good working relationships with the local community stakeholders.
* To liaise with the local community stakeholders to identify issues and to find suitable solutions.
* To participate in and contribute to the monitoring and evaluation of the impacts of HS2 works and share learning with the team
* Be available in the local area to provide the community the opportunity to have face-to-face, phone and email liaison with the Council, so that the community can raise their concerns directly and letter drop to assist those communications where necessary
* Help Camden Council’s HS2 Community Liaison Officer to organise appropriate community events, meetings, workshops and walkabouts to engage local tenants and leaseholders and businesses to provide ongoing support to the community and input the outcomes to the work of the team.
* Attend meetings between key stakeholders, local members, development managers, the contractor and other colleagues as necessary and communicate an accurate record of the meetings as required.
* Collaborate with officers within the Council’s HS2 Core Team and across the Council to highlight issues raised by local stakeholders and support the Council to work with the community to deliver solutions

**People Management Responsibilities:**

The role will have no line management responsibilities.

**Relationships:**

The post holder will report directly to Camden Council’s HS2 Community Liaison Officer and be required to work with the Council’s HS2 Core Team to develop relationships with a wide range of statutory and community stakeholders and partnerships, senior officers and local Councillors. In doing so they will seek opinion and experience of HS2 impacts and 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, interacting with individuals by email, phone or in person. 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 is based in the community on the Regents Park Estate, but the post holder may be required to travel to meetings with individuals and stakeholders.

This role requires the development of 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 must be able to operate in a politicised and sensitive environment and be able to listen, absorb and reflect on information provided to them. They will need to summarise and articulate the views of various groups and ensure that these views are communicated to the decision makers.

**Knowledge and Experience**

No formal knowledge or experience is required. However, the post holder must be comfortable with interacting with others from different cultures and backgrounds and provide accurate feedback.

The post holder must also be able to remain clam when dealing with local stakeholders who might be upset or display challenging behaviours.

Skills and Abilities

• Ability to write and speak clearly with individuals and at meetings

• Ability to plan their work to meet deadlines given by their manager

• Ability to maintain and update records

• Ability to work in a busy environment and produce good standards of work

• Ability to work unsocial hours (e.g. evenings and weekends) where required and from various locations

• Ability to work with all members of the whole community irrespective of their background

On the job training will be provided to the successful candidate

**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](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)