

Job Profile - HS2 Community Liaison Assistant

Job Title: HS2 Community Liaison Assistant

Job Grade: Level 2, Zone 1

Salary Range: £27,058 - £29,174

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

Camden's role as a landlord is radically changing to deliver a joined up, innovative and sustainable service to our residents. This role is pivotal to help our citizens living in close proximity to the HS2 construction to have secure, safe and affordable housing that meets their ongoing needs and provides help and assistance to them when they need it. We want to make sure that on a day to day basis the Community Liaison Team (CLT) works with our colleagues across the Council to focus on delivering this purpose which has been identified as what matters to our stakeholders.

This role is part of a Community Liaison Team made up of Community Liaison Officers/Assistants and a Support Worker, that provides a frontline, trusted service to our residents and stakeholders. The key purpose of this role is to assist Camden Council's HS2 Community Liaison Officer and HS2 Housing Manager to engage with and support the local community stakeholders (including tenants and homeowners, businesses, organisations, 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. They will 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.

The Community Liaison Assistant (CLA) is the first point of contact to the local community stakeholders in the Regents Park, Euston, Somers Town and, to a lesser extent, those living on and around Adelaide Road and South Hampstead. The role is pivotal to providing liaison and support to the community to identify issues and to find and deliver suitable solutions. The CLA contributes to Camden's work in fostering and maintaining good working relationships with local stakeholders.

The post holder will collaborate with teams across the Council to ensure that issues relevant to the local community are understood and responded to in an appropriate way. They will also hold relationships with a wide range of external stakeholders, including HS2 Ltd and its contractors, Thames Water, Network Rail, Lendlease and Transport for London etc. The post holder will participate in and contribute to the monitoring and evaluation of the impacts of HS2 works and share learning with the team.

In addition, The CLA will 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. This includes attending meetings between key stakeholders, local members, development managers, the contractor and other colleagues as necessary and providing an accurate record of the meetings as required.

About you

No formal knowledge or experience is required as on the job training will be provided to the successful candidate. 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 calm 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
- Ability to visit residents at home, attend site meetings or meetings in various office locations

NB: An advanced DBS check is required for this role because the post holder may be working with vulnerable individuals.

Work Environment:

The post holder will work flexibly, interacting with individuals by email, phone, text/whatsapp, online meetings or in person. Regular attendance at evening meetings and on occasion weekend working may be required. The demands of the job are likely to involve frequent and rapidly changing circumstances and conflicting priorities.

The role is based in the community and potentially you could be working from various on-site locations in Wards such as Regents Park, Somers Town, Swiss Cottage or South Kilburn, 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 and other stakeholders located around the HS2 scheme, in that communities and partners working together in shared endeavours. The engagement process will incorporate best practice and reflect the Council's equality objectives and 'We Make Camden' approach.

This is an exciting, dynamic and 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.

People Management Responsibilities:

None

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 and partnerships with a wide range of statutory and community stakeholders, senior officers of the Council and local Councillors. In doing so, they will seek opinion and 'lived experiences' of HS2 impacts and support the community to work in collaboration with the Council to identify solutions to mitigate these impacts.

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. We work across the Council to achieve the best outcome for our stakeholders because 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 The London Borough of Camden, 5 Pancras Square, London, N1C 4AG.

Applying for this post? Email CLT@camden.gov.uk for an application form.

NB: You should always retain a copy of your completed application form.

Completed applications should be returned to: CLT@camden.gov.uk or by post to:

Community Liaison Team (HS2 impacts)
London Borough of Camden
3rd floor, 5 Pancras Square.
London N1C 4AG

or hand delivered to the reception at 5 Pancras Sq (do ask for a receipt)