

## **Project Officer**

**Job Title: Project Officer**  
**Job Grade: Level 3, Zone 2**  
**Salary Range: £36,984 - £42,526**

### **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. The Tenant Participation Service supports Council tenants who want to come together to enhance their community and to improve housing services and this role supports that work.

### **About the role**

In this role you will support the delivery of actions arising from our engagement with tenants and leaseholders and work across Housing teams to assist in the delivery of Housing projects, ensuring that residents are involved at every stage of project design and delivery and that the outcome of engagement is recorded and actioned.

You will support the tenant & leaseholder engagement lead to deliver new engagement projects and support in the administration of Camden's ongoing community engagement with our Tenant and Resident Associations and District Management Committees.

In this role you will be expected to work flexibly across the team and will have the opportunity to work across a wide range of projects across Housing Services, in addition to those referenced above.

### **About you**

- We are looking for someone with knowledge of social housing issues and projects that support the improvement of housing services

You will:

- Have experience in project management and community engagement with the ability to communicate effectively
- have a good understanding of engagement approaches particularly in relation to social housing
- need to be well organised with good organisational, administrative and IT skills
- have excellent verbal, written and presentation communication skills
- have experience of Microsoft Office programmes including Excel and Access, as well as consultation tools.
- have excellent customer service skills and a good working knowledge of developing web sites and 'social media'
- have experience of implementing / developing service improvement initiatives

- have experience of working within a fast-paced customer focused service area with varying projects to deliver service improvement
- have the ability to work flexibly and attend evening/weekend meetings as required.

#### **Work Environment:**

The role is a mixture of office based, working from home and in the community.

#### **People Management Responsibilities:**

There are no people management responsibilities with this role.

#### **Relationships:**

Tenants and leaseholders, Tenant and Resident Associations, District Management Committees, Tenant Participation Service, Housing colleagues and Councillors.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

#### **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**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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. 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.