



JOB DESCRIPTION

JOB TITLE:	Old Barnsbury Regeneration Officer
LOCATION:	Barnsbury Estate Transformation (BEST) Office, N1 0TY
SALARY:	£39,900 per annum plus eligibility for up to 5% performance related bonus
REPORTING TO:	Old Barnsbury Regeneration Lead

OLD BARNSBURY REGENERATION OFFICER

PURPOSE AND MAIN OBJECTIVES

	Key Tasks Responsibilities and Objectives	Performance Standards and Outcomes
1.	To take the lead in ensuring that the housing and medical needs of residents on Old Barnsbury Estate are comprehensively researched, and understood to inform the design and commencement of planned works and where required arrange any decant or respite needs.	<p>Compile and record relevant survey material for the 'housing needs' of residents, and Influence key decision making throughout the Old Barnsbury BEST programme, to ensure that it is based on the needs of residents and of local business owners.</p> <p>Demonstrate that key decisions made throughout the BEST programme show evidence of being informed and influenced by residents.</p> <p>Detailed 'resident needs' reports prepared for all internal or resident meetings. Vulnerability to be considered and addressed at each step and regularly updated.</p> <p>To monitor, action and respond to emails in the 'BEST' in box.</p> <p>Work closely with the Lead officer for resident engagement for 'New Barnsbury' Transformation, and if required assist this post holder. Work in collaboration with the 'independent residents' advisor, ensuring they can work effectively in the best interest of Barnsbury Estate residents.</p> <p>To visit residents in their homes to discuss their specific circumstances and gather household needs to assist in delivering work improvements, and arranging any temporary decanting or respite with minimum disruption.</p>

2.	To take the lead in the ongoing management to our residents that are receiving planned works or decant works to their home.	<p>Manage the process for supporting vulnerable residents during the works.</p> <p>Demonstrate good project skills by work ahead of programme to resolve access difficulties ahead of overall programme.</p> <p>Maintain a notice and appointments system liaising with partner contractors and consultants.</p> <p>Arrange clear access through property to areas of work for the duration of the works, as required.</p>
3.	Lead on ensuring that residents are included in and communicated with, regarding the Old Barnsbury Transformation Programme.	<p>Be familiar with principal regeneration good practice, and other regulatory and legal requirements around resident engagement and 'social added value' involvement in estate regeneration, and regularly inform the BEST Team of any changes or suggested improvements.</p> <p>Develop targeted and effective initiatives to increase effective resident liaison, consultation and involvement in the BEST Programme.</p> <p>Advise the 'lead of Old Barnsbury Estate Transformation' on any new or existing models of resident liaison, consultation and participation in order to promote an open and effective partnership between the residents and the Old Barnsbury Team.</p> <p>Produce a Resident Liaison Action Plan and ensure it is fully implemented and kept up to date.</p>
4.	To take the lead on ensuring that any resident groups associated with BEST are kept informed, and up to date.	<p>To keep Residents up to date and informed on developments, KPI's and 'good news' feedback throughout.</p> <p>Assisting to produce Resident Newsletters and keeping BEST website up to date working with Newlon's in house Communication team with relevant information.</p>

		To liaise with local residents groups in conjunction with the Residents Services Team.
5.	To assist with the effective working of the wider project team, and with the monitoring and control of budget costs.	<p>To be responsible for raising purchase orders, updating budget and monitoring consultant and contractor payments are made on time.</p> <p>To assist with reducing costs and achieving value for money.</p> <p>Assist in setting and recording contractor performance KPI's.</p> <p>Liaise, and collaborate with other individuals in the project team and teams elsewhere in the organisation to ensure the effective delivery of services to residents and external stakeholders.</p> <p>Collate and record meter readings before and after works, and ensure any cost reimbursement for contractor works usage is made to residents where required.</p> <p>Assist the Project Surveyor with property inspections, snagging and handover processes.</p> <p>Raising and addressing snags and agreeing appropriate remedy with contractors and to resident satisfaction.</p> <p>Dealing with resident complaints and make appropriate decisions on how to deal with issues, to ideally resolve amicably before further escalations in line with established policies, procedures.</p> <p>Raise with contractors matters relating to their performance or quality standards.</p> <p>All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection and the Environment.</p>

	Key Tasks Responsibilities and Objectives	Performance Standards and Outcomes
6.	To promote equal opportunities in all aspects of resident liaison, engagement, and participation.	Ensure that BEST's consultation and participation structures include all groups of the community, and to identify any gaps in communication taking appropriate action to remedy these.
7.	To demonstrate the Newlon Gold values and behaviours of customer focus, service excellence and efficiency in all aspects of the role.	<p>Always responding to service requests within published timescales</p> <p>Being clear to customers and others about what we do.</p> <p>Checking we got our work right.</p> <p>Consistency, reliability and speed in service delivery.</p> <p>Customer Focused – putting customers at the heart of everything we do.</p> <p>Taking ownership – following through in responsibilities.</p> <p>Solving problems – making it a priority to resolve issues.</p> <p>Working together – teams, departments and the rest of the Newlon Group.</p>
8.	To provide day to day supervision of resident volunteers / employment training opportunities or at other community events as appropriate.	<p>Carry out all supervisory tasks relating to volunteers and local residents engaged in work experience or similar training opportunities, or at other community activities. Occasionally these may be outside normal working hours but time in lieu will be allowed.</p> <p>Developing resident engagement programmes alongside main contractor resident engagement team, with clear targets, milestones, and outcomes.</p> <p>Develop and lead on Social added value initiatives together with partner organisations.</p> <p>Attend and hold resident engagement and other activities to deliver learning, training and wellbeing / healthy living or similar programmes.</p>

No job description can cover every issue which may arise and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.