

Job Specification



Job title: Community Capacity Officer

Service: Deal for Communities Team

Grade: G7

Reporting to: Deal for Communities Programme Manager

Your job

Strong and resilient communities are built by recognising, celebrating and harnessing the 'community assets' that are already there and by working with local residents to develop assets where gaps exist. This will involve placing people firmly in the centre and working collaboratively with them, their families, wider public sector partners and local communities. In accordance with the principles of asset-based working, you will ensure that integrated public service business is undertaken in the full context of working with individuals and communities. You will empower residents to embrace the Deal and make a real difference to their own lives and help local people build skilled, influential and sustainable local communities by offering support and resources to ensure that people can thrive in the places where they live.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Play an active role within the place based teams working alongside partner agencies ensuring flexible, local solutions are driven by the needs and priorities of service users and their communities.
- Support individuals and groups to create and sustain initiatives aimed at improving quality of life in the communities in which they live.
- Recruit and develop volunteer connectors and support them into the wider borough-wide volunteering support offer so they can organise activities that deliver support to vulnerable families and individuals.
- Build and maintain community connections and relationships with the community and voluntary sector which can support vulnerable families and individuals to access positive networks within their chosen communities.
- Support the delivery of our statutory responsibility to empower and involve tenants in our social housing estates including involving tenants in scrutiny of services related to them, their homes and their communities.
- Be a highly visible presence in the service delivery footprint (SDF) areas and be a key contact between public service staff in each SDF to help them step residents out of statutory services and into the wider community and voluntary sector offer. SDF's are the geographic boundaries for Wigan borough public service alignment and delivery.
- Develop outcome focused action plans that meet the needs of residents and communities

within the service delivery footprints.

- Assist in the development and delivery of our Resident & Tenant Involvement and Engagement plan.
- Support with the development and delivery of corporate projects and engagement and consultation events, e.g. In Bloom , Incredible Edible, Deal for the Future etc.
- Support community groups and organisations to access funding and investments linking in with the Wigan Borough Community Network and where applicable support the monitoring and evaluation of those projects funded through Deal for Communities Investment Funding.
- Ensure community and voluntary groups and activities are included in the Community Book.
- Capture and disseminate good practice and case studies that demonstrate the value of the community and voluntary sector offer for vulnerable individuals and families.

On an ongoing basis you will:

- Work in partnership with the community and voluntary sector, supporting individuals and groups in providing initiatives aimed at improving their quality of life.
- Work alongside ward councillors and officers across wider public services and the voluntary and community sector to ensure the needs identified by residents and community and voluntary organisations are addressed.
- Support the development and implementation of the Equality and Diversity Policy and any associated activities.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Level 4 qualification or equivalent professional experience in Community Development, Project Management or equivalent field and demonstrate evidence of continuous professional development.
- Experience of working effectively with residents and community groups
- Excellent interpersonal and communication skills at all levels.
- Project planning skills and experience of Microsoft Office Suite, Publisher and Excel.
- Knowledge and understanding of asset based community development approaches and tools.
- Knowledge of legislation and policy relevant to the role such as Social Housing policy, Civil Society strategy etc.
- Commitment to supporting and making positive change within the community.
- Confident in engaging with residents on a day to day basis and able to gain a deep understanding of community needs and priorities.
- Performance focused and able to meet challenging targets.
- An ability to handle sensitive and confidential information with discretion, tact, diplomacy and professionalism when providing support and guidance to vulnerable people within a community setting.
- Experience of undertaking independent research to inform service delivery.
- An understanding of Equality and Diversity.
- Ability to work flexibly, including weekends and evenings.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough