

Community Services Officer (Cost of Living)

Department	Housing and Community Services
Pay Grade	G6
Responsible to	Community Development Team Leader

Role Purpose

This role exists to support the delivery of healthy, safe and strong communities that:

- Improve quality of life for our residents
- Improve access to local services for residents
- Establish new sustainable services in response to local needs

The role will co-ordinate the Council's work in relation to cost of living support to local residents. This includes working with teams across the Council, identifying appropriate support campaigns to meet identified performance indicators and close partnership working with external services including Citizens Advice West Sussex.

Role Specific Responsibilities / Accountabilities

- To act as the Community Service Teams co-ordinator of the cost-of-living interventions across the District.
- To use data to identify and direct localised support campaigns to increase income for specific resident demographics.
- To support identified District wide projects and initiatives that positively impact cost of living related challenges for residents.
- To act as the conduit between the Community Services Team and Citizens Advice West Sussex in relation to Cost of Living intervention and outreach support and ensure that outcomes are recorded, monitored and reported back to relevant funders.
- To improve the access and use of support services by our residents who are disadvantaged as a result of location or personal circumstances.
- To lead specific projects agreed as a result of consultation with partner organisations and residents.
- To ensure efficient and effective use of any delegated budgets.

- To engage and consult with other HDC Departments, Parish Councils, community partners and residents in either a local or a District-wide context and ensure new projects are shaped by these views.
- To use social media (where possible / appropriate) to engage with target groups, and participate, where appropriate, in national campaigns.
- To act as a representative of the Council's Community Services across the Horsham District.
- To undertake information gathering and data analysis to gain an understanding of local issues, needs, activities and opportunities available in the area.
- To chair and take notes and minutes as appropriate and guide stakeholders towards agreement on local actions. To work with other Council departments and a range of partners to ensure that partner resources are dove-tailed to maximum effect.
- To shape, plan and deliver Horsham District Council led initiatives where appropriate within the umbrella of the Community Safety Partnership or Horsham Local Community Network.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Good analytical and problem-solving skills
- Community development experience with various types of people
- Able to understand data sets and communicate data-based rationale in decision making
- Experience in partnership working with a range of agencies
- Marketing and promotional skills
- Ability to communicate with a range of people from different backgrounds, including social, ethnic and professional, both verbally and in writing, providing advice and guidance
- Organisational, administrative, report writing and time management skills
- People and partner management skills and the ability to mentor and develop new practitioners
- Able to work on own initiative, under pressure and as part of a team maintaining a high standard of work
- Able to manage and maximise the potential of a delegated budget
- Able to support and motivate others
- Competent IT user able to use and learn new packages and systems
- Educated to both GCSE and A Level, or equivalent

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally, to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly