

## ROLE PROFILE

<b>POSITION</b>	<b>Community Investment Manager</b>		
<b>TEAM</b>	Customer Access Theme	<b>LOCATION</b>	Coastline House, Redruth
<b>VERSION</b>	1	<b>LAST UPDATED</b>	March 2018

<b>PURPOSE OF ROLE</b>	To support the Customer Access Theme Lead in the day to day management and running of the Community Investment Team, enabling a high quality, effective and efficient customer focused service provision, engagement and development programmes.
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## KEY ACCOUNTABILITIES

1. Assist in the management of the Community Investment Team including carrying out appraisals, one to ones and performance management.
2. Assist with the selection and recruitment of new staff, providing training as required.
3. Deputise for the Income Theme Lead in attending meetings, as required.
4. Manage the Smart Tenants European funded partnership scheme.
5. Assist in providing support, advice and guidance to team members on complex involvement and engagement cases.
6. Run the inspiring futures, Coastline Construct and Customer Engagement Partnerships.
7. Maintain a good knowledge of relevant legislation and best practice, including involvement, benefit and welfare reform legislation, providing training as required.
8. Input and maintain system data in UH and CRM.
9. Assist the Theme Lead in preparing and inputting statistical performance information through Corvu ensuring performance is within KPIs, providing exception commentary where necessary.
10. Carry out interviews and home visits to customers as required in line with the lone working policy.
11. Assist in re-allocating workload across the team to maintain a full service at all times.
12. Complete risk assessments and manage the budget for Customer events.
13. Work in partnership with customers and stakeholders both internally and externally to deliver community investment and social value outcomes.
14. Increase levels of customer involvement, in particular amongst under-represented groups through a variety of projects and interventions.
15. Ensure that involvement is representative of Coastline demographics and is guided by relevant legislation and best practice.

16. Support the Community Investment Officers to work in partnership with and support new and existing customer involvement groups in achieving their aims and aspirations including accessing funding.
17. Implement the Customer Access and Digital Transformation Strategy.
18. Assist and support colleagues and involved customers to ensure that services are customer focused, outcome driven and that customers are involved in shaping decisions.
19. Ensure effective co-regulation supporting and developing the Customer Scrutiny Panel.
20. Empower all customers to maximize their potential through the *inspiring futures* programme and deliver the Coastline Construct aspirations programme.
21. Promote digital shift to maximise digital inclusion and utilise the Coastline website, social media and online activities to increase involvement.
22. Support the maximisation of customer satisfaction and related improvement action plans.
23. Attendance at relevant internal and external meetings and events and evening meetings where required.
24. Record, monitor and update impact assessment information for all community investment activities.

### GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

### REPORTING

- Reports to the Customer Access Theme Lead
- Responsible for Community Investment Officers, inspiring futures coordinators and two Apprentices

### CONTACTS

#### Internal

- Board Members
- Customer Scrutiny into Coastline Members
- Senior Management Team
- Executive Team
- All Internal Departments

#### External

- Customers

- Voluntary and Community Groups and Agencies
- Statutory and Partnering Agencies
- Funders
- Regulatory Body

## PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>Good standard of general education</li> <li>Evidence of commitment to continual professional development</li> </ul>	<ul style="list-style-type: none"> <li>GCSE's grade C or above.</li> <li>Certificate or qualification in Housing, customer participation and/or neighbourhood renewal.</li> <li>IT qualification/ECDL</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>Experience of working and communicating with members of the public face to face, via letter and over the telephone.</li> <li>Experience of delivering customer service</li> <li>An understanding of the importance of internal customer service</li> <li>An understanding of the data protection act and equality and diversity</li> <li>Experience of working in partnerships with key stakeholders</li> <li>Experience of supporting others to achieve positive outcomes</li> <li>Experience of conflict management</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of social housing management.</li> <li>Experience of successful customer involvement within a social housing environment.</li> <li>Experience and/or knowledge of resident associations, committees and constitutions.</li> <li>Knowledge and understanding of how to chair formal public meetings.</li> <li>Experience of carrying out risk assessments and reporting findings</li> </ul>

<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills</li> <li>• Grant funding management or bid experience</li> <li>• Ability to use Microsoft office applications such as word, excel, publisher and outlook.</li> <li>• Ability to listen and understand.</li> <li>• Ability to follow up and report back on queries accurately.</li> <li>• Excellent communication skills incl. face to face, telephone and letter writing.</li> <li>• Ability to work in partnership with external bodies.</li> <li>• Ability to chair a public meeting.</li> <li>• Ability to offer excellence customer service to internal customers</li> <li>• Ability to record information accurately</li> <li>• Ability to deal with conflict situations</li> <li>• Good analytical skills</li> <li>• Able to time manage and work plan</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to implement innovate consultation methods</li> <li>• Experience training and capacity building of customers</li> <li>• Knowledge and understanding of maximising positive PR opportunities</li> <li>• Knowledge and understanding of utilising social media for business</li> <li>• Understanding of the role of scrutiny and co-regulation</li> <li>• Understanding of impact assessment</li> <li>• Understanding of social value</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Able to find solutions to problems.</li> <li>• Confident manner</li> <li>• Able to work as a team as well as on own initiative</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to attend evening and weekend events</li> <li>• Access to a vehicle and a full drivers licence</li> <li>• Standard DBS check</li> </ul>	