

## ROLE PROFILE

<b>POSITION</b>	<b>Community Investment Manager</b>		
<b>TEAM</b>	Housing Services	<b>LOCATION</b>	Coastline House, Redruth
<b>VERSION</b>	2	<b>LAST UPDATED</b>	July 2021

<b>PURPOSE OF ROLE</b>	To support the Head of Housing Services 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, development and work programmes.
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## KEY ACCOUNTABILITIES

1. Develop and manage the Community Investment Team including carrying out recruitment, training, performance reviews, one to ones and workload planning to drive high performance across all key priority areas of service.
2. Oversee the Customer Voice customer scrutiny group, delivery of the Trust Charter and “Our Pledge to You” commitments to customers, and the scrutiny framework in line with our mission, values and brand.
3. Manage externally funded partnership schemes, such as European Social Fund Building Futures programme, working with the Customer Voice and Influence Manager to report performance to the Managing Authority, Assist in providing support, advice and guidance to team members on complex involvement and engagement cases.
4. Run the ‘Your Next Step’ training, employment and volunteering programme, including *inspiring futures*, Coastline Construct and co-ordinate customer engagement partnerships.
5. Maintain a good knowledge of relevant legislation and best practice in community development and customer engagement, to ensure we optimise the effectiveness of our work.
6. Input and maintain system data in CRM and other key systems, including the Coastline Conversation online engagement platform.
7. Assist the Head of Housing Services and Customer Voice and Influence Manager in preparing and inputting statistical performance information to monitor and evaluate our community investment and customer engagement work, to identify areas of strength and to make or recommend changes.
8. Complete risk assessments and manage the budget for Customer events and involvement opportunities.
9. Work in partnership with customers and stakeholders both internally and externally to deliver community investment and social value outcomes.
10. Increase levels of customer involvement and build diversity, equity and inclusion into all aspects of our work, so we take account of different or specific needs of our current and

prospective customers.

11. Capture and maintain team processes and procedures, to ensure business continuity.
12. Support the Community Navigators to work in partnership with and support new and existing customer involvement groups in achieving their aims and aspirations including accessing funding, such as our Community Impact Grants.
13. Assist and support colleagues and involved customers to ensure that services are customer focused, outcome driven and that customers are involved in shaping decisions.
14. Ensure effective co-regulation supporting and developing the Customer Voice and Customer Experience Forum.
15. Promote digital shift to maximise digital inclusion and utilise the Coastline website, social media and online activities to increase involvement.
16. Support the maximisation of customer satisfaction and related improvement action plans.
17. Attendance at relevant internal and external meetings and events and evening meetings where required.
18. 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 Head of Housing Services
- Responsible for Community Navigators, Volunteer Manager, Building Futures Navigators (fixed term to December 2023 to deliver ESF Building Futures Programme)

### CONTACTS

#### Internal

Non-executive directors, executive directors, managers and colleagues across the Group

#### External

- Customers, key employability and training partners, customer representatives, residents groups, media and press, housing associations, local authorities, schools, regulators, voluntary organisations, printers, opinion formers, stakeholders etc.

**PERSON SPECIFICATION**

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<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline’s values:               <ul style="list-style-type: none"> <li>✓ Put our customers first</li> <li>✓ Be open, honest and accountable</li> <li>✓ Value each other</li> </ul> </li> <li>• Strive to be the best</li> <li>• Self-confident and able to work with minimum supervision.</li> <li>• Energetic and dynamic.</li> <li>• Diplomatic.</li> <li>• Team player.</li> <li>• Strong ability to plan, organise and prioritise to meet deadlines and manage multiple pieces of work at one time.</li> <li>• Strong relationship building, networking and influencing.</li> <li>• ‘Can do’ attitude</li> </ul>	
<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>• GCSEs grade C or above.</li> <li>• Certificate or qualification in Housing, customer participation and/or neighbourhood renewal.</li> <li>• IT qualification</li> </ul>

<p><b>Experience, Knowledge and Understanding</b></p>	<ul style="list-style-type: none"> <li>• Experience of working and communicating with members of the public face to face, digitally, and over the telephone.</li> <li>• Experience of working in a customer focussed role</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 managing, leading and developing a team</li> <li>• Ability to implement innovate consultation methods</li> <li>• Experience of successful customer involvement within a social housing environment</li> <li>• Knowledge of training methodology and practice</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of social housing management.</li> <li>• Experience and/or knowledge of resident associations, committees and constitutions.</li> <li>• Experience of carrying out risk assessments and reporting findings</li> <li>• Experience of managing a budget</li> <li>• Knowledge of local authorities, community groups, strategic partners and voluntary sectors.</li> </ul>
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<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>• Understanding of the role of scrutiny and co-regulation</li> <li>• Ability to use Microsoft office applications such as Word, Excel, Publisher Outlook and Teams.</li> <li>• Ability to listen and understand</li> <li>• Decision making skills</li> <li>• Problem solving skills</li> <li>• Ability to work in partnership with external bodies</li> <li>• Ability to plan and chair a public meeting.</li> <li>• Ability to offer excellence customer service to internal customers</li> <li>• Ability to record information accurately</li> <li>• Good analytical skills</li> <li>• Able to time manage and work plan</li> </ul>	<ul style="list-style-type: none"> <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 impact assessments</li> <li>• Understanding of social value</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to attend occasional evening and weekend events</li> <li>• Access to a vehicle and a full drivers licence</li> <li>• Standard DBS check</li> <li>• Understanding of safeguarding</li> <li>• Understanding of GDPR</li> </ul>	