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**Belle Isle Tenant Management Organisation Job Description**

**Job Title: Community Development Coordinator Grade: SO1**

# Overview of the job

The Community Development Coordinator will be responsible for the day-to-day management of the BITMO’S GATE community centre, working with our volunteers and supporting BITMO tenants and their families in terms of employment, training, education, digital inclusion, communications, as well as tenant engagement and empowerment. The postholder will spend about 30% of their time in the community and 50% in BITMO’s GATE, with about 20% left for planning and training.

# Specific Duties

1. Developing the volunteer programme, setting goals and supervising achievement and progress.

1. Managing the volunteers to set individual goals around work, training and education and support the achievement of those goals

1. To manage a caseload of service users being supported in activities leading toward training education and employment.

1. To develop an ongoing programme for the GATE in relation to employment education and training and to work with services across the city to share good practice and develop innovative approaches to supporting people into work.

1. Arrange sessions with BITMO tenants and families to support them into employment, training, education and to set up and develop small businesses.

1. Provide opportunities to tenants and residents, through sourcing appropriate activities, workshops and sessions, which are responsive and meet the needs of tenants and service users and which promote:

* 1. Employment, training and education;
  2. Digital advice, access and inclusion;
  3. Tenant and community involvement, consultation and participation
  4. Financial inclusion
  5. Sustainable tenancies

1. Arrange group and one to one sessions for GATE users on a-e above

1. Day-to-day management of the BITMO’S GATE community centre, including collecting information on resident attendance at the GATE.

1. Collecting and maintaining quality customer and tenant profile information in relation to employment, training and education.

1. Planning, and co-ordinating community events, ensuring all appropriate risk assessments and insurances are in place
2. Supporting the Community Development Manager in organising consultation and engagement programmes across Belle Isle.
3. Support community-based projects such as the community garden and community orchard and the development of new ones.
4. Supporting the work of the Community Builder
5. Production of publicity for BITMO and the community groups we support, including leaflets, posters and newsletters.
6. Responsibility for supporting the Community Development Manager in updating the website, producing the quarterly tenant newsletter and monthly tenant email.

It should be noted that the above tasks are subject to occasional changes to incorporate other commensurate duties and responsibilities to organisational change/review and to assist flexibility. The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post as specified by the Chief Executive.

# Person Specification

Detailed below are the type of skills, experience and knowledge which are required of the post holder. The “Essential Requirements “indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

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| **Area** | **Essential** | **Desirable** |
|  | Of supporting people into new jobs, education or training. | Of developing a programme to support people into new jobs, education or training and knowledge of the employment and training support available in Leeds. |
|  | Of participation in community meetings, events and projects, establishing working relationships and gathering information to support ongoing development. |  |
| Of general financial procedures and general office routines. |
| Of planning and organising own work effectively in order to ensure the achievement of objectives. |
| Of the computer systems, software and the many and varied uses of Digital Technology and of supporting and encouraging people to become digitally capable. |
|  | Of budget management in accordance with  Financial Regulations. |  |
| An understanding of staff management systems including appraisal, work allocation and staff performance. |
| Of the principles of excellent customer service both face to face and over the telephone. |
| General level of education GCSE’s(grade A to C) or equivalent. |
| A willingness to take responsibility for own continuous development |
| Excellent interpersonal skills to support work with tenants and residents and other key stakeholders across a range of circumstances |
| Ability to encourage involvement in the GATE, and to ensure development of future community and service development projects. |
| Ability to prioritise and plan effectively to ensure deadlines are met. |
| Ability to develop and maintain successful partnerships and contractual relationships |
| Ability to develop and maintain good working relationships with internal and external customers and stakeholders. |

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| **Area** | **Essential** | **Desirable** |
|  | Ability to provide support to develop community control over local projects | Ability to produce posters, leaflets and newsletters to a good standard |
|  | Ability to use own initiative and find creative solutions to problems | Ability to update the BITMO website and produce the BITMO tenant email |
| Ability to work flexibly to meet the needs of the service including regular evening and some weekend working. |
| Ability to effectively undertake various management processes, in relation to volunteers, including recruitment and selection, managing performance and supervision. |
| Ability to deal effectively and efficiently with enquiries and initial complaints from all customers/service users both internally and externally. |
| Ability to be sensitive to individual needs, show understanding, and maintain customer confidentiality at all times. |
| Ability to provide excellent customer service both face to face and over the telephone. |
| Ability to lead and manage a team of volunteers and trainees. |
| **Values and**  **Attitudes** | To uphold and promote the mission, aims, goals, service promise and values of the organisation. |  |
| To work closely with colleagues as part of a team in providing a professional service to meet the needs of the tenants and residents of Belle Isle. |
| At all times to provide a professional, courteous and helpful customer focussed service. |
| To communicate effectively across all areas, to ensure the ongoing development of the service and the organisation. |
| Demonstrate respect, openness and integrity when dealing with tenants and customers |
| Confident and authoritative approach when dealing with people at all levels, both inside and outside the organisation. |
| Conscientious approach towards completing tasks accurately and to deadlines. |

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| **Area** | **Essential** | **Desirable** |
| **Values and**  **Attitudes** | Flexible approach to team working to ensure the operational needs of the organisation are met. |  |
| To undertake any other duties, commensurate with the level and experience of the post holder, as may from time to time be required by the Chief Executive, to ensure service continuity, and for the benefit of the organisation as a whole. |
| To carry out the duties of the post, in accordance with all appropriate organisational, statutory, regulatory and professional codes of conduct and codes of practice as applicable within the duties of the post and of the organisation as a whole. |
| To contribute to the aims of the organisation and the development of services by taking an active part in regular supervision, team meetings, team and individual training, promotional, consultative and tenant involvement opportunities and activities |
| To develop and maintain professional links with internal and external customers and stakeholders, as appropriate, for the benefit of the organisation and the tenants and residents of Belle Isle. |
| Willing to take personal responsibility under and abide by Belle Isle TMO’s Health and Safety Policy and Equal Opportunities Policies in the duties of the post and as an employee. |

**Belle Isle TMO - Mission and Aims**

**The postholder will be employed by Belle Isle TMO and will work towards helping Belle Isle TMO achieve its mission which is to Build a Better Future for Belle Isle. In addition the postholder will contribute to Belle Isle TMO’s aims which are to;**

**• Provide High Quality Services**

**• Help build a safer and stronger community**

**• Be a well-run Tenant Management Organisation**

**Belle Isle TMO Values**

**The postholder will support Belle Isle TMO’s core values which are;**

**• High standards of governance, accountability, leadership and probity.**

**• Working together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.**

**• Doing things to the best of our ability and providing the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.**

**• Ensuring an atmosphere of respect, integrity, fairness and trust - At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures and**

**• Developing good communication that is clear, accurate and appropriate. We will actively listen to and value each others points of view and provide an environment where people are happy to share ideas and information in a variety of ways**

**Belle Isle TMO - Service promise.**

**The postholder will contribute positively to Belle Isle TMO’s Service promise which is to:**

**• always be as helpful as we can be;**

**• offer relevant, useful and accurate information;**

**• make sure we have a range of services and activities that meet service user needs;**

**• listen to service users and wherever possible, act on feedback;**

**• support service users to achieve their goals; and smile**