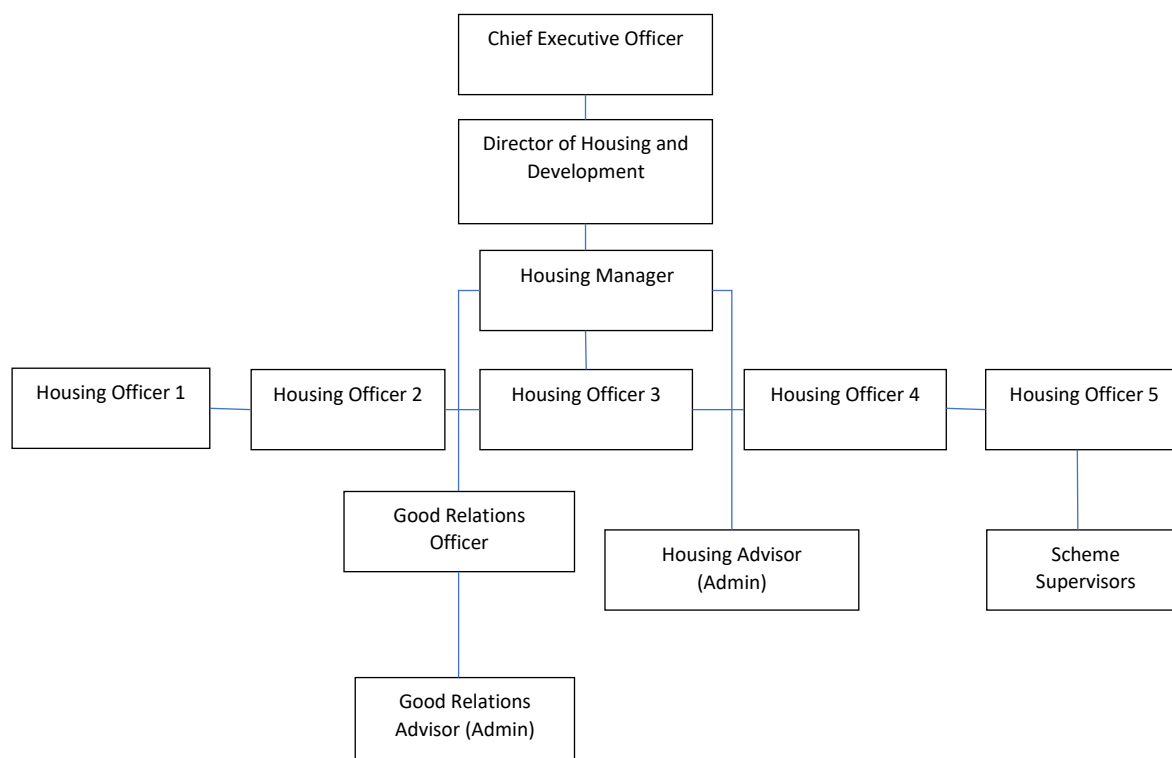


## JOB DESCRIPTION: GOOD RELATIONS OFFICER

<b>Job Title</b>	<b>Good Relations Officer</b>
Directorate	Housing and Development
Grade	As per scale
Reports to	Housing Manager
Budget responsibility	Yes
People Management responsibility	Yes
Number of direct reports	1 (Good Relations Advisor / Admin)
Indirect reports	0
Locations / Usual Base	Province wide – Flexible
Hours of work	37

### Organisational Chart:



### Job Purpose:

The Good Relations Officer (GRO) will be responsible for key elements of Triangle's Shared Housing Programme, developing the necessary mechanisms to improve bridging, bonding, community capacity and cohesion within the immediate area for Housing for All Projects, as well as the surrounding five mile radius.

This will involve actively engaging with Programme partners to encourage local tenants, stakeholders and community groups to develop and successfully deliver Good Relations Plans. The GRO will continually measure and evaluate the progress of Good Relations Plans and regularly report results to the Housing Manager and Department for Communities.

The GRO will deliver the Programme to support stronger, safer, more stable communities through the promotion of Housing for All, understanding and mutual respect within Housing for All Projects, between shared schemes and the surrounding geographical area.

## Key Responsibilities:

- Create Good Relations Plans for relevant Housing for All (Shared Future) schemes
- Develop and ensure successful delivery of worthwhile, meaningful and value for money projects within "Together Building United Communities (T:Buc) communities to encourage good relations and improve quality of life for tenants and those living in the wider geographical area
- Establish and maintain key working partnerships with statutory bodies, including the Housing Executive (NIHE), Department for Communities (DfC) as well as relevant statutory, voluntary and community groups
- To develop a highly organised approach to implementing and monitoring the impact of good relations activities and all community development projects
- To organise and deliver Participatory Budgeting projects within project areas
- Assist tenants and proxy users in the use of the "MyHome" tenant portal and encourage use of the "MyPlace" community engagement website
- Work with local communities to support them, empower them, and identify needs / opportunities through a Good Relations lens
- To encourage citizenship and improve community capacity
- To undertake community engagement and local stakeholder analysis
- Develop links and relationships with internal staff and external bodies and groups which will compliment, add value to and empower communities in the delivery of the Good Relations Plan
- Promote tenant involvement, tenant participation, tenant led inspection, tenant scrutiny and community involvement within the housing management service
- Supporting tenants and stakeholders to help sustain vibrant and stable communities which are enjoyable to live in
- To facilitate the process of developing greater community cohesion in shared housing schemes, and between shared schemes and surrounding communities, and to put good relations at the heart of Triangle Housing Association's Business
- To assist the Housing Officer for the relevant patch to deliver excellent an excellent housing management service
- To encourage wider use and assist in the development of Triangle's digital services including the "MyHome" tenant portal
- To identify potential participants for membership in the shared schemes' Advisory Groups and the development and the delivery of the local Good Relations Plans
- To facilitate consultation with communities to assess the good relations opportunities in their areas.
- To assist the community in the development and delivery of a good relations projects in their local areas under the guidance of the Housing Manager
- To engage with all stakeholders based or working in the area to include community groups, voluntary and statutory groups, organisations and political representatives
- To initiate and establish the schemes' Advisory Group
- To manage a calendar of meetings to review the schemes' Good Relations Plans
- To manage administration of meetings and communication to ensure membership are regularly updated and informed in relation to the progress and success of the Good Relations plan
- To engage with NIHE and the Good Relations Officer from the local council to ensure a joined-up approach to the delivery of good relations in the locality
- To inform and produce six-monthly monitoring returns for each Good Relations Plan being delivered
- To ensure timey returns of information and monitoring reports to the DfC's Shared Housing Team

## Job Description and Person Specification

- To produce a high-quality communications plan and communications products for Housing for All projects and events
- To obtain DfC approval for all relevant documentation / publications
- To participate in the Programme's Operational Group ensuring best practice is shared, learned from and incorporated within general procedures relating to Housing for All
- Ensure that adequate consideration of ethnic / cultural diversity and good relations is contained within the Good Relations Plans
- To review and comment upon revisions to the Programmes supporting documents
- To assist the Housing Manager in the development of IT systems aimed at streamlining processes, improving efficiency, effectiveness and enhancing value for money
- Represent Triangle at meetings, conferences, seminars, courses, scheme events and community/resident group evening meetings as required by the Housing Manager
- Liaise with the Association's partners, including the Northern Ireland Housing Executive, the Department for Communities and Northern Ireland Federation of Housing Associations as required by the Housing Manager
- To act as line manager to the Good Relations Advisor for Good Relations as and when required)
- Ensure effective liaison with other teams within the Directorate including Asset Management (Maintenance), Housing Development and Floating Support Services
- Ensure that all human resources policies are effectively implemented including staff recruitment, performance management and staff development
- Regularly review and report on performance against key targets
- Represent and positively promote the interests of the Association on various external groups and fora and develop positive relationships with external agencies
- Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work
- Ensure Compliance with the General Data Protection Regulation (2018) in relation to delivery of Housing for All / T:Buc projects

NB: Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Housing Management Service by undertaking any responsibilities which are commensurate with this grade.

### Working Relationships:

The GRO will need to establish and maintain effective working relationships with the following:

- Housing Manager within Triangle
- The Corporate Services Department
- The Housing Officer for the patch
- Asset Management, Development and Floating Support teams
- Local Scheme Supervisors
- Joint Management Partners
- Tenants
- Local Good Relations Officer from the local Council
- Housing Executive
- Department for Communities
- Other relevant Statutory Bodies
- Local Stakeholders, Members of the Community and Community Groups / Representatives
- Political Representatives
- Local Religious Leaders
- Representatives for ethnic minorities

## PERSON SPECIFICATION: GOOD RELATIONS OFFICER

Specific Knowledge
<ul style="list-style-type: none"> <li>• Good understanding of social housing systems and management</li> <li>• Good understanding of general housing policies, allocation systems and background legislation</li> <li>• Expert knowledge of building effective working relationships with community groups, public representatives and statutory agencies</li> <li>• Expert knowledge of how best to engage with internal and external stakeholders</li> <li>• Working knowledge of how to engage effectively with hard to reach / easy to forget groups</li> <li>• Working knowledge of Community Development and Good Relations activity through Good Relations and Peace projects</li> <li>• Knowledge of Microsoft Office Packages</li> <li>• Knowledge of digital inclusion initiatives and use of IT to facilitate tenant and community engagement</li> <li>• Knowledge of Participatory Budgeting</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Ability to present performance information to managers using the latest innovations in IT / intelligent reporting systems / dashboard systems</li> <li>• Experience of working in a busy team to deliver excellent results</li> <li>• Ability to plan and meet deadlines and work under pressure</li> <li>• Ability to implement policies and procedures</li> <li>• Good problem-solving skills</li> <li>• Good negotiation skills</li> <li>• Perseverance and being conscientious</li> <li>• Professionalism</li> <li>• Ability to make sound decisions</li> <li>• Excellent communication and engagement skills</li> <li>• Excellent IT skills</li> <li>• Excellent interpersonal skills</li> <li>• Attention to detail</li> <li>• Time management skills</li> <li>• Proven team player</li> <li>• Good motivational skills</li> <li>• Ability to produce work to an excellent standard</li> </ul>
Experience
<ul style="list-style-type: none"> <li>• Experience of all housing management functions and understanding / experience of implementing housing legislation, policies and procedures</li> <li>• Experience of community engagement, tenant participation or involvement initiatives.</li> <li>• Experience of preparing and presenting reports to management</li> <li>• Experience of monitoring and managing budgets in accordance with policies and procedures/external funding requirements</li> <li>• Experience of building effective working relationships with community groups, public representatives and statutory agencies</li> <li>• Experience of working with both internal and external stakeholders</li> <li>• Can demonstrate good knowledge of Community Development and Good Relations activity through Good Relations and / or Peace projects</li> <li>• Project Management experience</li> </ul>

## Education/Training & Circumstances

### Education / Training

- Degree / Third level qualification and two years' relevant experience as a practitioner in a Community Relations / Community Development role (Essential)

or

Educated to 'A' Level standard (or equivalent) with three years' relevant experience as a practitioner in a Community Relations role (Essential)

or

A BTEC Higher vocational qualification (or equivalent level of qualification)

and

OCN Level Two accredited qualification in Community Relations / Community Development

alongside

A minimum of three years' relevant experience as a practitioner in a Community Relations role (Essential)

or

Exceptionally, those candidates who do not hold the above, formal qualifications but have five years' relevant experience as a practitioner in a Community Development / Community Relations role may also be considered (Essential)

- Experience of Delivering Housing for All Projects (Desirable)
- Previous experience of managing staff (Desirable)
- A relevant third level qualification (a degree in community development, housing management / housing studies is considered Desirable)
- Membership of professional housing body, for example, CIH (Desirable)
- Project Management Qualification (Desirable)
- Experience of Participatory Budgeting (Desirable)

### Circumstances

- Flexibility and ability to work irregular hours on an occasional basis as required (Essential)
- Full current driving license and access to a car (Essential)