

Job Description

Job Title	Community Development Officer
Reporting To	Director of Customer and Community Services (DCCS)
Grade	EVH Grade 7
Purpose of Post	
<ul style="list-style-type: none"> • To play a key role in shaping and delivering SHA's "wider role" initiatives in accordance with our Vision of thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances. • Design, develop and implement a diverse range of projects and services to meet the needs of the tenants and residents of Shettleston and surrounding areas. Focus on initiatives that enhance SHA's core work and build resilience, opportunity and community wealth. • Support the Association in identifying community priorities through engagement and research. Maximise funding opportunities and develop sustainable income streams to ensure the successful delivery of wider role activities. • Expand tenant and resident participation and engagement. Empower the local community and partner organisations to effect positive change through collaborative working, capacity building and inclusive decision making. 	
Key Responsibilities	
<p>To identify, develop and manage successful projects taking account of:</p> <ul style="list-style-type: none"> • the needs of the community. • the capacity and needs of the Association in serving the community. • the opportunities which present themselves for wider role initiatives and funding. <p>Establish and maintain links with relevant local, city-wide and national organisations and work with existing and new community groups to make a positive difference to people's lives.</p>	
Direct Reports	
None presently but may be required to co-ordinate specific project staff/volunteers as necessary.	

Key Outcomes

1. *Work with the community to identify needs and potential projects that will contribute to the regeneration of the area.*

- Develop and maintain an understanding of the issues facing the Shettleston community and the Association's customers.
- Promote and encourage community activity and involvement and support community initiatives that will benefit the wider Shettleston community, in accordance with our Wider Role Strategy.
- Work closely with SHA Housing and Property Services teams, Upkeep staff and Board Members to seek their views regarding local needs and potential projects.
- Facilitate positive collaborative working, sharing and learning between the community, voluntary sector and public sector in the local area.
- Undertake, or commission, research and information gathering concerning the local area, our tenants and other residents and their views, as required.
- Maintain a sound working knowledge of the wider policy and funding environment to be able to take advantage of new opportunities which present themselves over time.
- Support the local community to enhance and develop community activities to address needs, building local community capacity – including volunteering.
- Assist with the identification of projects from contractual Community Benefits and support and advise teams across the Association.
- Assist with performance monitoring of Community Benefit provision. Evaluate the impact of wider role projects and initiatives, using qualitative and quantitative methods to inform future planning and reporting.
- Communicate and promote the Association's wider role activities and successes to stakeholders, partners and the wider public.
- Support senior staff and the Board in the ongoing development of the Association's Wider Role Strategy.
- Ensure wider role activities are inclusive and accessible, reflecting the diversity of the Shettleston community.

2. *Maintain and develop effective partnerships*

- Act as an ambassador for SHA's community development/wider role activity across the voluntary and statutory sector.
- Establish and maintain effective relationships with partner organisations and stakeholders for networking and development of joint initiatives to deliver measurable benefits for the communities that the Association serves.
- Provide specific support, (e.g. with funding applications) to organisations with whom SHA has a particular relationship, including where appropriate, sitting on their board or committee.

- Be continually alive and open to new partnership opportunities to maximise positive impact and tangible benefits for the local community
- Work with other RSL's both locally or with shared common interests to develop and implement projects which support and enhance our communities.

3. Project design and funding

- Proactively identify and develop Wider Role projects to meet identified needs, within available resources.
- Support the development of a diverse portfolio of community services and projects including social, environmental and sustainability initiatives.
- Ensure that potential projects are viable and sustainable by identifying external funding sources and other possible income streams and developing robust budgets/financial plans.
- Plead on the preparation and submission of effective funding applications to maximise the uptake of external funding.

4. Project and budget management

- Deliver directly, and in partnership with others, approved projects within agreed, targets, timescales and budgets.
- Maintain strict budgetary management, adhering to the Association's financial processes and procedures (and any requirements of project funders)
- Assist with the management of the wider role and Community Fund budgets.
- Where required, manage and support staff and volunteers involved with the project.
- Co-ordinate and service project Steering Groups as required.

5. Monitoring, evaluation and reporting

- Ensure comprehensive and robust monitoring and evaluation of projects/services (including the collection and analysis of qualitative and quantitative statistical data)
- Provide reports as required to senior staff, Board and funders.
- Prepare and deliver presentations on Wider Role issues both internally and to external audiences.
- Contribute to the development, implementation, monitoring and updating of strategies policies and practice related to Community Development and associated activities and services.

6. Support positive engagement and participation in decision-making in respect of SHA services and activities

- Work closely with SHA colleagues when required to:
 - Support effective and successful engagement with tenants, owners, other service users and the wider community in respect of SHA services, new housing development projects etc.
 - Actively break down organisational barriers to solve problems and deliver the best possible service for customers.

7. Tenant and Resident Engagement

- Actively seek ways to engage customers in shaping and influencing our services. Collect and use feedback to influence services – working closely with tenants and housing and property services staff across the Association.
- Develop and maintain effective corporate communications through the regular Shettleston Matters newsletter, website and social media with the aim of maximising communication opportunities for tenants.
- Primary link in supporting the Tenant Forum. Work with the Director of Customer and Community Services by identifying new and innovative ways to engage with our tenants (particularly those from minority and under-represented groups).
- Work with local neighbourhood partnerships, community, voluntary and tenant groups to identify gaps in services and support for our tenants and communities.
- Develop a wide calendar of community events and activities.

8. General

- Attend meetings, conferences and seminars representing and promoting the community development work of the Association. Facilitate workshops and/or give presentations showcasing the work we undertake where opportunities present themselves.
- Undertake training required for the role and own personal development.
- Maintain a strong working knowledge of central and local government community development, engagement and regeneration policy frameworks and initiatives and the impact they have on our wider role and community empowerment activity.
- Carry out any other reasonable tasks that may be required in line with the Association's business needs and objectives.

Key Contacts

External	Internal
<ul style="list-style-type: none">• Grant Funders• Community representatives including political, business and those with a strategic interest in SHA.• Voluntary, community and statutory bodies involved in the delivery of local services• Partner RSLs• Glasgow City Council• Glasgow HSCP	<ul style="list-style-type: none">• SHA Board, sub-Committees and Subsidiary Boards• Executive Team• Management Team• SHA staff• Upkeep staff
	Customers
	<ul style="list-style-type: none">• SHA and EEHDC tenants• Local residents