



Carpenters Community Liaison Officer

Job description

The role

Are you equally good at talking and listening? Are you organised and good at making sure things get done? Do you know Carpenters and the surrounding area well?

Then this job could be for you!

We are looking for an enthusiastic, hardworking and outgoing individual who will have two key responsibilities on Carpenters Estate:

1. Keeping residents informed about the restoration proposals, collecting their thoughts and ideas on the proposals, feeding this information back to the project team so they can act on it
2. Identifying, reporting, and keeping track of repairs, maintenance and issues on Carpenters

Who would support this role?

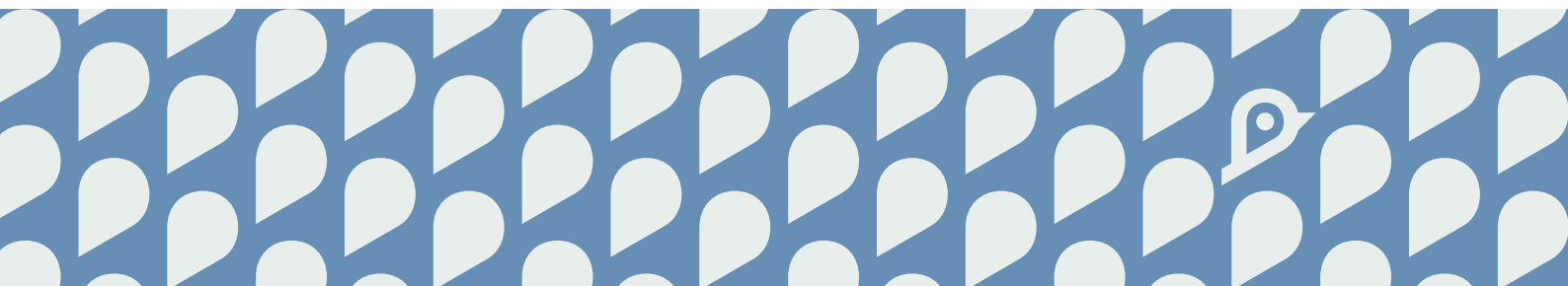
We are keen to employ a local resident who is familiar with Carpenters and the surrounding area.

You would be supported in working with residents by both the Populo team and the design team's specialist engagement company. Training and resources would be provided.

You will need to be organised and accurate in collecting issues on Carpenters but you would be expected to liaise with the wider Council departments to arrange and monitor that the issues are addressed.

What type of person are we looking for?

- A person who gets things done!
- Trustworthy and credible; an excellent role model for the community
- Highly motivated with strong work standards & ethics
- Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships
- Ability to make sound judgement in challenging situations
- A team player who can understand and contribute to wider project objectives
- A healthy dose of creativity never goes amiss





What skills are we looking for?

- We will be offering training and support in specific working approaches and systems
- Strong communication skills to support interaction through a wide range of media with a diverse range of residents and stakeholders
- Able to work on their own, knowing when to refer problems upward and when to work through them independently and prepared to take a hands-on approach
- Active listener who can empathise and deal with range of competing views
- Excellent interpersonal skills able to work in small groups but also comfortable in larger public settings
- Adaptable and can easily change tact and approach in different scenarios
- Knowledge of Microsoft word and excel would be useful

What are the working hours?

- 37.5 hours a week
- This is a fulltime post and the nature of working with residents means some evening and weekend work will be required. We would welcome applications from people who would be interested in a job share.

To apply

- If you are interested in applying for this role please **email your CV with a covering letter** to aisha.butera@populoliving.co.uk

Closing date: 5pm Monday 21 September 2020

