



Community Development Officer, Carpenters Estate

About us

Populo Living is Newham's housing company; we are wholly owned by the London Borough of Newham. Populo exist to tackle the shortage of homes in the borough and to deliver half of these homes at genuinely affordable levels.

The Populo Group has evolved to become a leading provider of both affordable and build to rent homes. Our profits are recycled back into delivering even more high quality homes for people who want to make Newham home. Having somewhere to call home is fundamental to people's health and wellbeing and is the central pillar of our mission.

The latest phase of London's Olympic Legacy is being delivered in-house by Populo. The Carpenters Estate project is one of London's largest estate regeneration and restoration projects and is located right in the heart of Stratford and the Olympic Park. In December 2021, residents overwhelmingly backed a ground-breaking masterplan for the future of the Estate which was co-designed with Populo. Work on the major regeneration scheme which will create over 2,000 homes, state of the art community facilities and green spaces and 28,000 sqm of commercial space is due to start later this year.

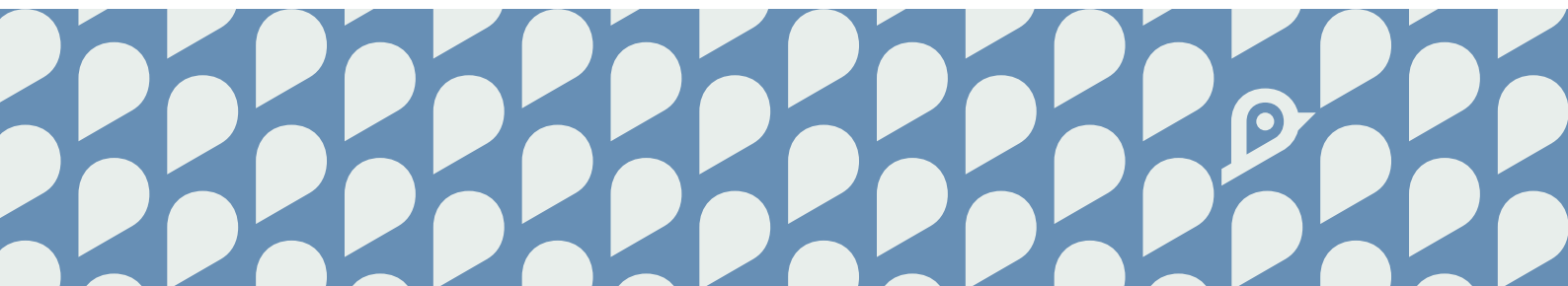
We believe in "Making Newham home". We are designing and building better homes and places that people want to call home. Our high quality, spacious and environmentally friendly developments will become new communities and strengthen existing ones. Whether for private or social rent, residents will enjoy excellent standards of design and attention to detail. Together with our sole shareholder Newham Council, we are focused on the need to deliver for Newham's people. This long-term commitment means that our exceptional customer service and commitment to our tenants is here to stay.

Populo Homes is our registered provider of social housing and is an integral part of the Populo Group. The Group also includes a design and build subsidiary. We are a small dynamic team who have grown quickly and operate in a very collegiate way. We offer an attractive remuneration package including 30 days paid leave, the opportunity for flexible working, paid membership to professional bodies and dedicated personal training and development opportunities. Our board is made up of hands on industry leaders with a wealth of experience from development, housing and central government.

We value our connections to Newham, it is important to us to reflect and understand our Borough and its diverse communities. We are always keen to hear from local people who share our values around diversity and inclusion. We welcome applications from all individuals who can bring skills and importantly, the right attitude for our ambitious team.

Role overview

- This is a great opportunity for a passionate individual, who wants to work as part of a Resident Engagement team and in partnership with residents of the Carpenters Estate in this exciting regeneration project.

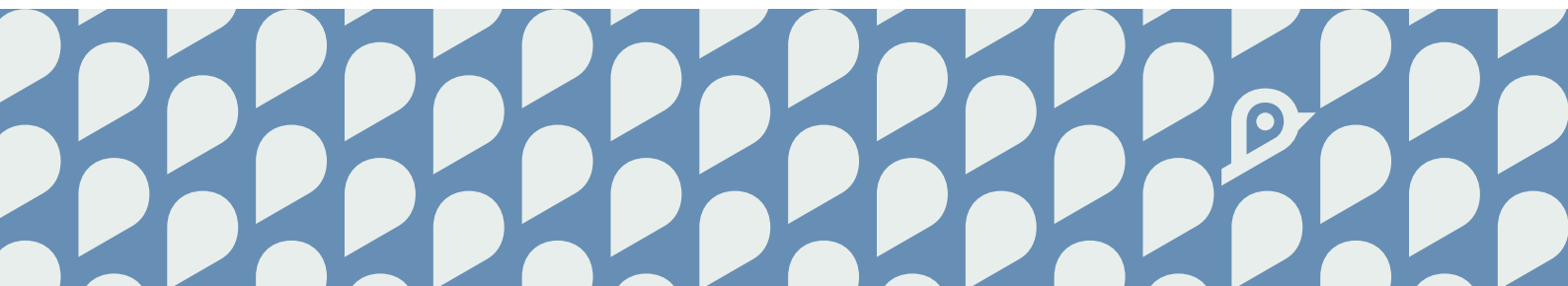




- The role would be based at the Dovetail, our community engagement hub on the estate and would report to the Carpenters Community Wealth Building Delivery Manager.
- The Community Development Officer's primary role is to build and maintain strong and effective relationships between the Carpenters residents and stakeholders, the Populo Team and the Council.
- To keep residents informed about the development proposals, collecting their thoughts and ideas and feeding this information back to the project team so they can act on it
- To identify, report, and keep track of repairs, maintenance and issues on Carpenters Estate.
- To support the Community Wealth Building (CWB) Manager in delivering a high-quality programme of engagement activities with residents.
- To help deliver a programme of meanwhile uses projects.
- To help monitor and report on the CWB targets for the project including training, local employment and apprenticeship opportunities during the construction phase.
- To help coordinate and respond to queries from residents on construction impact, allocations and estate management queries.
- You will be an effective communicator, well organised and IT literate. It is desirable that you have previous customer facing experience, preferably within either the construction or social housing sectors.
- Build and maintain effective and productive working relationships with internal and external stakeholders.
- To help organise and attend all resident consultation and engagement events, such as, design exhibitions, evening drop-in sessions, resident steering group meetings, fun days, etc.

Skills and experience

- We are looking for an enthusiastic, friendly and outgoing individual who is self-motivated, efficient and enjoys working in a resident-facing role.
- It is essential that the Community Development Officer is IT literate with good working knowledge of Microsoft Office, particularly Word and Excel and has a minimum achieved 'B' or above (or its equivalent) in English and Maths at GCSE standard.
- Communication skills, both verbal and written, must also be of a high level to enable effective and professional communication.
- Experience of having worked in a customer-facing role previously would be an advantage, although here is no minimum requirement
- The ability to record information accurately and quickly will be an advantage.





- Ability to learn new skills and comfortable with on-line and external working.
- Self-motivated, with strong interpersonal skills, confident, focused, resilient and able to think creatively.

To apply

If you are interested in being considered for this role please email a CV to Lucy McCutcheon, lucy.mccutcheon@populoliving.co.uk by 5pm on Friday 18 March 2022.

