

ROLE PROFILE

Community Investment Officer



Role Overview

This is a Group wide role within Your Housing Group (YHG), responsible for supporting the development and delivery of projects and initiatives that improve the performance of our assets and communities.

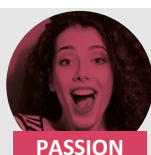
The role links with our internal Customer Insight and Customer Engagement teams to understand our communities and also supports our wider housing teams to deliver change.

It is a regional role, with a focus on key priority neighbourhoods. You will be expected to travel across our communities, listen and engage customers and deliver improvements based on the needs of the neighbourhood.

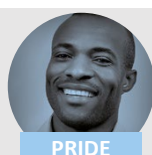
RESPONSIBILITIES

- Support the development and delivery of neighbourhood plans that deliver projects and initiatives that positively impact the performance of our assets and communities.
- Develop and deliver new projects, initiatives and services that meet the aims of the Community Investment Strategy.
- Secure appropriate resources (internal and external) to successfully deliver Neighbourhood Plans.
- Manage budgets and demonstrate value for money.
- Evidence the impact of the Neighbourhood Plans by effectively monitoring and reporting on impact (including social value).
- Build and maintain successful relationships/partnerships between internal colleagues and external people/partners to support delivery of Neighbourhood Plans.
- Support development of frameworks and processes and implement corporate policy and values.

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

Creating more places for people to thrive and be recognised as a sector leading landlord

- Effectively manage risk, ensure compliance and health and safety in accordance with YHG policy and procedures.

Key Performance Indicators:

- Positive impact on identified assets, communities or neighbourhoods
- Effective relationships with internal and external partners and teams
- Produce accurate and professional reports within set timescales
- Identify, develop and manage projects within budget and to agreed timescales
- Annual income generation to support delivery of projects meeting agreed targets
- Effective budget management demonstrating value for money

STRENGTHS

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| ✓ Statistical Analysis / ability to understand and interpret data | ✓ Project design & delivery |
| ✓ Customer focus & engagement skills | ✓ Problem solving and decision making |
| ✓ Partnership & relationship building | ✓ Innovation |

ESSENTIAL REQUIREMENTS

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| ✓ Strong working knowledge of Microsoft Office | ✓ Strong interpersonal skills, comfortable operating at a senior level with excellent communication skills |
| ✓ Excellent project management with strong planning, co-ordinating and organisational skills | ✓ Experience in leading, organising and running meetings/events with wide range stakeholder to deliver results |
| ✓ Creativity and development of new ideas and a solution focussed approach | ✓ Full UK Driving License & use of a vehicle |

BENEFICIAL TO THE ROLE

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| ✓ Ability to collate, analyse and interpret data and intelligence to make informed business decisions | ✓ Project management qualification or experience |
| ✓ Social Housing experience | ✓ Budget management / grant funding experience |