

# JOB PACK

Neighbourhood Engagement Officer

Creating homes.  
Building lives.





# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability &amp; medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a></p>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

The successful individual will join our fantastic team in Neighbourhood Engagement, ensuring positive improvements to our neighbourhoods and communities through the effective delivery of the neighbourhood plans across Jigsaw Group.

### Role Summary

The role involves:

- delivering a wide range of projects that create opportunities for people around the themes of employment, skills & training, financial wellbeing and health and wellbeing.
- working with residents, engaging them in projects and empowering them to shape decisions that affect their neighbourhood.
- supporting environmental projects within neighbourhoods e.g. improving or creating community spaces and improving awareness of recycling and waste management.
- working collaboratively alongside partners to maximise impact and investment in our neighbourhoods.
- working alongside the neighbourhood plans team to deliver wider team initiatives and campaigns. e.g. cost of living events, jobs fairs, clean up days.

**Responsible To:** Neighbourhood Plans Delivery Manager

## MAIN TASKS OR ACTIVITIES

1. Identify, create and deliver community projects that increase opportunities and that improve our neighbourhoods.
2. Build strong relationships and networks with stakeholders to support community involvement, enable connections and increase neighbourhood investment.
3. Support the formation of residents' groups, and build their capacity to deliver events, projects and initiatives themselves.
4. Plan and organise own schedule, prioritising workload to meet deadlines.
5. Write articles to promote the team's work.
6. Complete all record keeping and reporting as required.
7. Monitor, control and plan budget spend for individual neighbourhoods.
8. Contribute towards meeting team KPIs and Community Investment Strategy targets.
9. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
10. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
11. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

# Candidate Requirements

## Candidate Requirements:

- Able to manage numerous projects simultaneously, work under pressure, organise own schedule, prioritise workload and meet deadlines
- Demonstrates excellent communication skills both verbal and written
- Able to work with a diverse range of people including the full spectrum of people within our communities, internal partners and external partners
- Creative in approach to generating project ideas, project delivery and problem solving
- Enthusiastic, highly self-motivated, with the ability to use own initiative and work with minimal supervision
- Able to work flexibly around the role and the needs of the community, with occasional evening/weekend work where required
- Full, valid UK driving licence with access to own vehicle for business use

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

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