

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Community Investment Manager		
<b>TEAM</b>	Housing Services	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	April 2024

### THE PURPOSE OF THIS ROLE IS TO

To lead the Community Investment Team (CIT), ensuring that we place customers at the heart of what we do. Coastline aims to meet or exceed the requirements of the Consumer Standards and the CIT are key to this. Coastline is more than just a landlord and the CIT have a key role in developing and providing these wider services.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Leading the CIT, encouraging engagement with our customers, innovation and to help to continuously improve our services.
2. Ensuring that customer engagement is something that all teams within Coastline consider a priority when they are delivering or developing a service.
3. Ensuring Coastline meets or exceeds the relevant sections of the Consumer Standards and continuously improves performance via the Tenant Satisfaction Measures
4. Ensuring that Community Engagement is representative of Coastline's customer base and the wider community in all aspects.
5. Ensuring that the CIT is an effective team, delivers on targets and that performance is managed.
6. Managing the CIT budgets and assisting the Head of Housing Services to prepare future years resource requests.
7. Be responsible for the successful delivery of the Volunteer Strategy, via the Volunteer Manager role
8. Maintain a good knowledge of relevant legislation and best practice, including involvement, benefit and welfare reform legislation, providing training as required.
9. Assist with the selection and recruitment of new staff, providing training as required.
10. Assist in providing support, advice and guidance to team members on complex involvement and engagement cases.
11. Input and maintain system data in all relevant IT systems.

- 12.** Assist in preparing and inputting statistical performance information ensuring performance is within KPIs, providing commentary where necessary.
- 13.** Carry out interviews and home visits to customers as required in line with the lone working policy.
- 14.** Assist in re-allocating workload across the team to maintain a full service at all times.
- 15.** Work collaboratively and innovatively in partnership with customers and stakeholders both internally and externally to deliver community investment and social value outcomes.
- 16.** Increase levels of customer involvement, in particular amongst under-represented groups through a variety of projects and interventions in accordance with the team vision and purpose.
- 17.** Ensure that involvement is representative of Coastline demographics and is guided by relevant legislation and best practice.
- 18.** Support the Community Navigators to work in partnership with and support new and existing customer involvement groups in achieving their aims and aspirations including accessing funding.
- 19.** Support the effective delivery of the Coastline Plan, Strategies and projects as required.
- 20.** Assist and support colleagues and involved customers to ensure that services are customer focused, outcome driven and that customers are involved in shaping decisions.
- 21.** Ensure Coastline's engagement process is effective and allows the Customer Experience Committee and Board to take into account customer views and feedback when making decisions..
- 22.** Empower all customers to maximize their potential through the inspiring futures programme and deliver the Coastline Construct aspirations programme.
- 23.** Promote digital shift to maximise digital inclusion and utilise the Coastline website, social media and online activities to increase involvement.
- 24.** Support the maximisation of customer satisfaction and related improvement action plans.
- 25.** Attendance at relevant internal and external meetings and events and evening meetings where required.
- 26.** Record, monitor and update impact assessment information for all community investment activities, including social value outcomes.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- Innovative and solutions focused, seeking and implementing opportunities to improve.
- Someone who can make things possible and inspire success
- Significant skills and experience of partnership working with a proven track record of negotiating agreements, building effective partnerships and successful community project.
- Significant understanding of customer engagement practices and law relating to tenant empowerment in social housing to be able to fulfil the obligations of the role
- Detailed knowledge of tools and techniques for dealing with challenging behaviours
- Good analytical skills demonstrable experience of utilising data and feedback to improve service delivery
- Ability to attend evening and weekend events
- Has a full driving licence and a satisfactory basic DBS check;

**Some experience in the following would be an advantage:**

- Experience training and capacity building of customers and communities, including assessed based approaches
- Improving services to meet the requirements of the Consumer Standards and improving performance against the Tenant Satisfaction Measures
- Knowledge and understanding of utilising social media as a means of promoting, engaging and consulting
- Understanding of the role of scrutiny and co-regulation
- Ability to implement innovate consultation methods

### General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

### REPORTING

Volunteer Manager, Community Navigators and relevant customer facing project colleagues.

### CONTACTS

#### Internal

- Board Members
  - Customer Scrutiny into Coastline Members
  - Senior Management Team
  - Executive Team
- All Internal Departments

#### External

- Customers
- Voluntary and Community Groups and Agencies
- Statutory and Partnering Agencies
- Funders
- Regulatory Body and best practice organisations



INVESTORS  
IN PEOPLE | Silver