



**watmos**  
COMMUNITY HOMES

# Recruitment Information

Senior Community Engagement Officer





# Contents

Letter to Applicants
Job Advertisement
Job Description and Person Specification
Principal Terms and Conditions
About Watmos Community Homes





# Letter To Applicants

March 2025

Dear Applicant,

**Re: Senior Community Engagement Officer**  
**Location: Lambeth, London**  
**Internal Vacancy**

Thank you for responding to our recent advertisement for the post of **Senior Community Engagement Officer**.

To apply you should upload your CV and complete some basic details on our recruitment site, which can be reached by clicking [here](#)

Further information about Watmos can be found on our web site [www.watmos.org.uk](http://www.watmos.org.uk)

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only shortlist applicants who have demonstrated on their CV that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application.

Should you have any questions or have special requirements please e-mail [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk) or contact Jen Medza, Human Resources Advisor on 01922 471910.

- The closing date for receipt of applications is **24<sup>th</sup> March 2025**.
- Shortlisting will take place on **week commencing 24<sup>th</sup> March 2025**.
- Interviews will be held during the **week commencing 24<sup>th</sup> March 2025**.

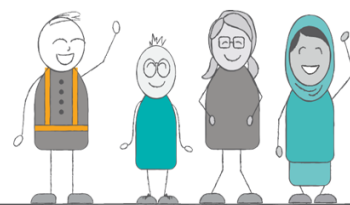
Should you have any questions regarding the application process please do not hesitate to contact me.

All the very best with your application.

Yours sincerely,

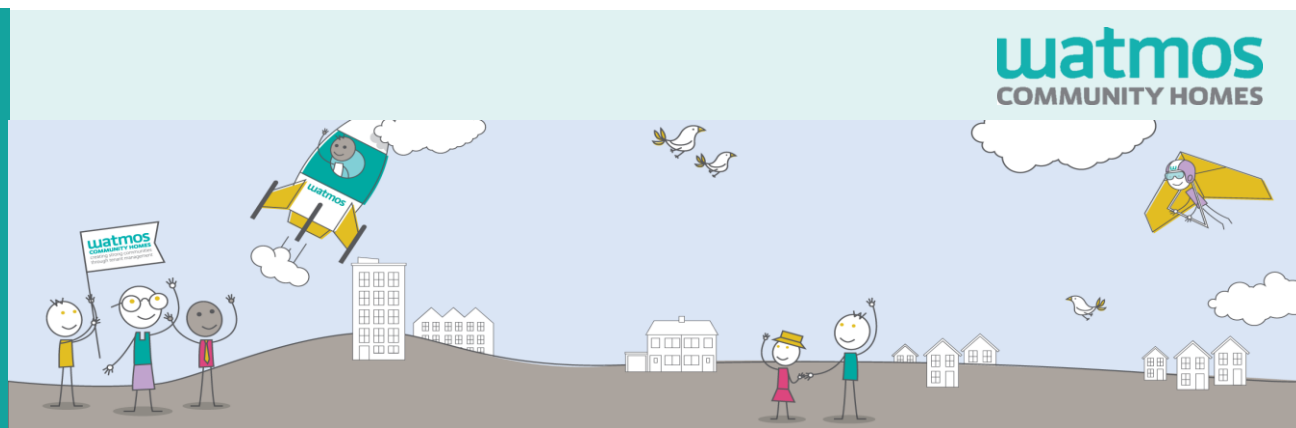
*M. Anderson*

Michael Anderson  
**Head of Human Resources**





# Advertisement



Leading the way in resident empowerment Watmos' unique approach has put it at the forefront of transforming communities, providing great homes and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

## Senior Community Engagement Officer

**£40,201 rising to £41,206 on 1<sup>st</sup> April 2025, plus many benefits.**

**Location: Lambeth, London**

**Internal Vacancy**

This role involves taking the lead in our community development/engagement service. You will be responsible for the implementation of the Community Empowerment Strategy. You will take the lead on the production of community engagement plans and produce and present written reports including key performance information to Senior Managers, relevant Committees and meetings as required. You will also assist in the development of strategies, policies and procedures as well as devising and delivering initiatives that make a difference to the lives of the local residents and the communities. You will help foster and promote partnership working whilst ensuring community cohesion.

The ideal candidate will have a background in social housing, resident participation or community development work along with a commitment to resident involvement and empowerment. You should possess excellent customer service, written and verbal communication, interpersonal, report writing, organisational, negotiation and I.T. skills and strong willingness to be involved in activities and events with experience of monitoring and evaluating projects.

We are genuinely proud of our diversity, our people, our values, our homes and our achievements and you will support our ongoing evolution.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We encourage applications from those of all backgrounds and strongly value having a workforce that includes people who have different life experiences.

**To download a recruitment information pack and apply:**

**Visit:** <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

**e-mail:** [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk)

**Write to:** Jen Medza, Human Resources Advisor  
Watmos Community Homes, 116-120 Lichfield Street,  
Walsall, West Midlands, WS1 1SZ

**Closing Date:** 24<sup>th</sup> March 2025





# Job Description

<b>Job Title:</b>	Senior Community Engagement Officer
<b>Department:</b>	Communities
<b>Responsible to:</b>	Head of Communities
<b>Responsible For:</b>	Resident Involvement Officer
<b>Significant Relationships:</b>	Watmos Group Staff Estate based groups Suppliers and contractors Residents External organisations Local voluntary sector organisations Local Authority
<b>Location:</b>	Watmos Community Homes, 163-165 Lambeth Walk, Kennington, London, SE11 6EE. Hybrid working.
<b>Special Conditions:</b>	Some weekend and evening work will be required.

## Job Purpose:

### Strategy & Reporting

- Prepare and present written reports and performance information to Senior Managers, and relevant committees and meetings as required.
- Assist in the development of customer service plans, strategies, policies and procedures.
- Monitor and evaluate outcomes and outputs of the community development projects.
- Produce detailed KPI reports.
- Analyse data from surveys and consultation exercises to inform proposals.
- Utilise feedback from the Resident Voice to inform the corporate strategic approach and the communities team programme.
- Feed into corporate publications providing articles on activities of the team.

### Community Activities

- Lead on the production of community engagement plans and initiatives to counter worklessness and financial exclusion on each estate.
- Research opportunities for training, employment and social programmes, including utilisation of Corporate Social Responsibility commitments of our service providers and contractors.
- Devise and deliver initiatives that make a positive difference to the lives of the local residents and the communities in which they live.







# Job Description

- Build and maintain strong working relationships with service providers and local employers and training providers.
- Be accountable for the coordination and delivery of social programmes with external providers.

## Involvement & Engagement

- Liaise with and provide excellent communication services to residents and members of the public.
- Work with training organisations and employers to develop training, return to work and employment opportunities and cater for the unique circumstances of the residents.
- Work towards achieving the goals of the Resident Engagement Policy.
- Work with colleagues to ensure that a range of involvement opportunities and routes are available to all residents.
- Lead on producing and disseminating communications material for local initiatives.

## Key Areas of Responsibility

1. Deliver results that are driven by residents' needs. Put the customer first and deliver a tailored service to meet their needs.
2. Foster and promote partnership working with residents and external parties.
3. Ensure community cohesion and promote diversity and understanding.
4. Improve learning, education and personal development through programmes to enhance the life opportunities of local residents.
5. Arrange apprenticeship, trainee opportunities, work placements and training with local service providers.
6. Promote respect and supportive relationships.
7. Undertake initiatives to improve the health of residents and promote healthy lifestyles.
8. Introduce strategies to reduce the frequency of anti-social behaviour.
9. Address community issues highlighted by residents.
10. Explain to service providers the particular social, economic and personal issues encountered by local residents.
11. Ensure effective communication whilst providing positive solutions.
12. Utilise a customer-focused approach and maximise consultation opportunities for residents.
13. Work with the Resident Involvement Officer to develop and support the Resident Voice and other resident engagement routes.
14. Implement the Community Empowerment Strategy.
15. Work co-operatively with colleagues to develop and maintain the involvement section on the website.





# Job Description

16. Work effectively to develop positive working relationships with other departments and external stakeholders.
17. Make a difference to the lives of residents by assessing and responding to their community development needs.
18. Be the focal point for activity around the following themes:
  - Tackling worklessness within communities.
  - Addressing the needs of young people.
  - Reducing financial exclusion.
  - Promoting healthy lifestyles.
  - Environmental Improvements.
  - Education and training.
  - Community cohesion.
  - Prevention of anti-social behaviour.
19. Build relationships with individuals based on trust and common aims which encourages active participation in projects.
20. Explore opportunities for external funding and make grant applications.
21. Develop and maintain a detailed, up to date knowledge base of legislation, funding and good practice in relation to the specialist area.
22. Design, plan, monitor and support the delivery of and evaluate community-based projects which meet corporate and team aims and objectives.
23. Be creative and innovative in the design of projects and in accessing external funding to deliver the aims.
24. Work in partnership with a wide range of agencies and create and foster excellent relationships which can add value in delivering our objectives.
25. Meet a set of key performance indicators and outcome targets.
26. Liaise closely with other departments to ensure resident participation is mainstreamed throughout the teams.
27. Work with new and existing tenant/community groups, to enable them to develop the necessary confidence, skills and knowledge to identify their own needs and deliver their own projects.
28. Develop methods of involving tenants, using inclusive practices which are sensitive to the needs of all tenants, including those who are in danger of being socially excluded.
29. Comply with and implement the GDPR (General Data Protection Regulation).
30. Be competent in day-to-day administration tasks e.g. invoice processing and record keeping.

## Note

These duties may be performed on behalf of any member of the Watmos Group. No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.





# Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
<b>Qualifications</b>			
1.	Educated to degree level or equivalent <b>OR</b> Qualified by experience to equivalent level.	✓	
<b>Professional Knowledge and Experience</b>			
1.	Experience of social housing, resident participation or community development work.	✓	✓
2.	Experience of using Microsoft office software in particular Outlook, Word, Excel and Access and other computerised software and databases.	✓	✓
3.	Knowledge of local area and community issues.	✓	✓
4.	Knowledge of tools used to address anti-social behaviour, improve health and well being, education or worklessness.	✓	✓
5.	Experience of developing and sustaining successful relationships across the public, private and third sectors.	✓	✓
6.	Experience of building trust with customers and delivering excellent customer service.	✓	✓
7.	Experience of raising funds and negotiating with grant providers and commercial organisations on behalf of an organisation to achieve desired objectives.	✓	✓
8.	Experience in gaining commitment to the service's vision and priorities from key stakeholders and commitment to taking steps to ensure the involvement of all sectors of the community.	✓	✓
9.	Experience of working with community/tenant groups at a grass roots level.	✓	✓
10.	Experience of monitoring and evaluating projects.	✓	✓







# Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
<b>Skills and Abilities</b>			
1.	Commitment to resident involvement and empowerment.		✓
2.	Ability to communicate effectively at all levels with the interpersonal skills necessary to inspire, gain and sustain the confidence of service users and customers.		✓
3.	Good project management skills with the ability to prioritise workload and effectively manage time.		✓
4.	Excellent written communication skills. Strong report writing skills.		✓
5.	Commitment to fairness, equality and diversity.		✓
6.	Ability to prepare and present reports to Boards and Committees.		✓
<b>Flexibility and Commitment</b>			
1.	Commitment to attending evening and weekend meetings and events as required.		✓
2.	Willingness to contribute to and be actively involved in Watmos tenant involvement and community empowerment activities and events.		✓
3.	Willingness to travel efficiently around the UK as required.		✓
4.	Willingness to work outside normal working hours.		✓
5.	Demonstrate a positive attitude, problem solving skill and be approachable.		✓





# Benefits

## My Pay

- Competitive salaries, which are benchmarked regularly.
- Salary reviewed annually.
- Enrolment into a pension scheme (4% employee contribution, 5% employer contribution rising to 6% on April 1<sup>st</sup> 2025). Opt-out available.
- Enhanced maternity, paternity, adoption and shared parental pay.
- Enhanced sick pay for when you really need it.
- Travel to work loans.
- Electric vehicle car lease salary sacrifice scheme.
- Considerable savings via our high street discount schemes – retail, travel, gym and leisure discounts.
- Enhanced travel expenses.
- Additional pay when working away from home for more than a night.
- Free professional subscriptions.

## My Wellbeing

- 25 days annual leave rising to 30 days.
- 8 bank holidays.
- 4 additional concessionary leave days.
- Employee Assistance Programme offering support for home and work issues.
- Interactive wellbeing app designed to enhance your overall wellbeing.
- Access to free 24 hour counselling.
- Cycle to work scheme.
- Free flu jabs, eye tests and occupational health advice.
- Free tea and coffee etc.
- Ongoing assessment of your wellbeing and motivational drivers (work and personal) via 'Open Blend' software.
- A culture that promotes equity, diversity, inclusion and belonging.

## My Flexibility and Work-Life Balance

- Hybrid working (home and office working), where role allows.
- Flexible working depending on your role. Flex your start and finish times.
- Flexi-leave. Additional time off for accrued flexi-time.
- A wide range of family friendly policies.

## My Development

- In-person and online training sessions as well as e-learning, coaching, interactive workshops and external courses leading to a qualification.
- An innovative approach to performance management via the 'Open Blend' software coaching framework, putting the employee and their development at the heart of conversations.





# About Watmos

## Our Mission and Vision

By delivering our corporate objectives we will fulfil our mission, which is our 'core purpose' and our vision, which is what 'we ideally want to achieve for our residents'.

Our mission and vision are set out in the graphic to the right.



### Our Mission

To provide great homes and services, build strong communities and improve people's lives.



### Our Vision

To build a strong community focussed organisation where all our residents can prosper in healthy, safe and vibrant neighbourhoods.

## Our Values

Our values are very important to us; they are our guiding principles driving what we do and how we work to deliver our Corporate Strategy. They reflect who we are and how we want to be seen.

Our values were developed by our Board and staff, and we hope everyone who meets us will agree that we live by them, and they are real. Our values are set out in the graphic to the right.



**We are Stronger Together:** We value the diversity of talents, perspectives and experiences of our people. We work collaboratively to foster creativity, challenge constraints and achieve shared goals.



**We have Integrity:** We are sincere and act with honesty and fairness. We keep our promises and are accountable for what we do, how we work and our decision making.



**We are Caring:** We work for the wellbeing and safety of our people showing empathy and understanding. We take responsibility for our environment.



**We Strive for Excellence:** We constantly review and improve how we do things. We take pride in our work. We make decisions that drive value for money and social impact.



**We are Community-Focussed:** We provide support to develop the skills, health and wellbeing of residents and build the capacity of community groups to help support thriving communities.



**We are Agile:** We are adaptable, resourceful and dynamic. We innovate to rise above challenges to make best use of our resources.

**Link to Corporate Publications:** <https://www.watmos.org.uk/corporate-publications>

