



Supporting BAME communities to thrive

**COMMUNITY
PARTNERSHIP
&
ENGAGEMENT
ASSISTANT**

**CANDIDATE
INFORMATION PACK**

Candidate Information Pack

© Nehemiah Housing Ltd
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Dear Applicant

Thank you for your interest in our **Community Partnership & Engagement Assistant** vacancy.

The recruitment pack includes some important information to assist you so that you can submit your CV as required for consideration.

The selection process will consist of a two stage process outlined below:

1. As part of the **first stage** of the recruitment process you will undertake a series of assessments including a group assessment exercise.
2. The **second stage** of the recruitment process will involve a formal panel interview and interaction with stakeholder group.

Nehemiah looks forward to receiving your CV and welcoming you to and what we trust will be the beginning of a wonderful opportunity.

Yours sincerely

Janet Dubidat

Janet Dubidat
Head of Governance & Company Secretary

Mission, Vision, Values Statement and Business Objectives

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| <p>VISION</p> <p>Our vision is to be the leading independent BAME housing provider in the UK delivering a range of services which are unsurpassed in the community</p> | <p>Values</p> <ul style="list-style-type: none">• PASSIONATE - we are passionate about empowering people to build communities alongside homes• DIVERSITY - we believe diversity is a strength in every aspect of our work and the communities around us• INTEGRITY - we act with integrity in all that we do even when that is not the easy option• SUSTAINABLE - we believe our actions and their impact must always be sustainable |
| <p>MISSION</p> <p>Our mission is to build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers.</p> | <p>Business Objectives</p> <ol style="list-style-type: none">1. To be effective and grow2. Deliver excellent services3. Be open, transparent and accountable in governance and risk management4. Deliver Social investment through monitoring our environmental, economic and social impact5. People Development & Well-Being |

Nehemiah UCHA is a progressive housing association formed by the merger of Nehemiah Housing Association and United Churches Housing Association in 2007. The organisation has a portfolio of 1250 properties in ownership and management serving the multicultural African Caribbean, Asian and European communities within the West Midlands. The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton.

As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a Support Provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness.

We have responded to the needs of our tenants, by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

How we are structured

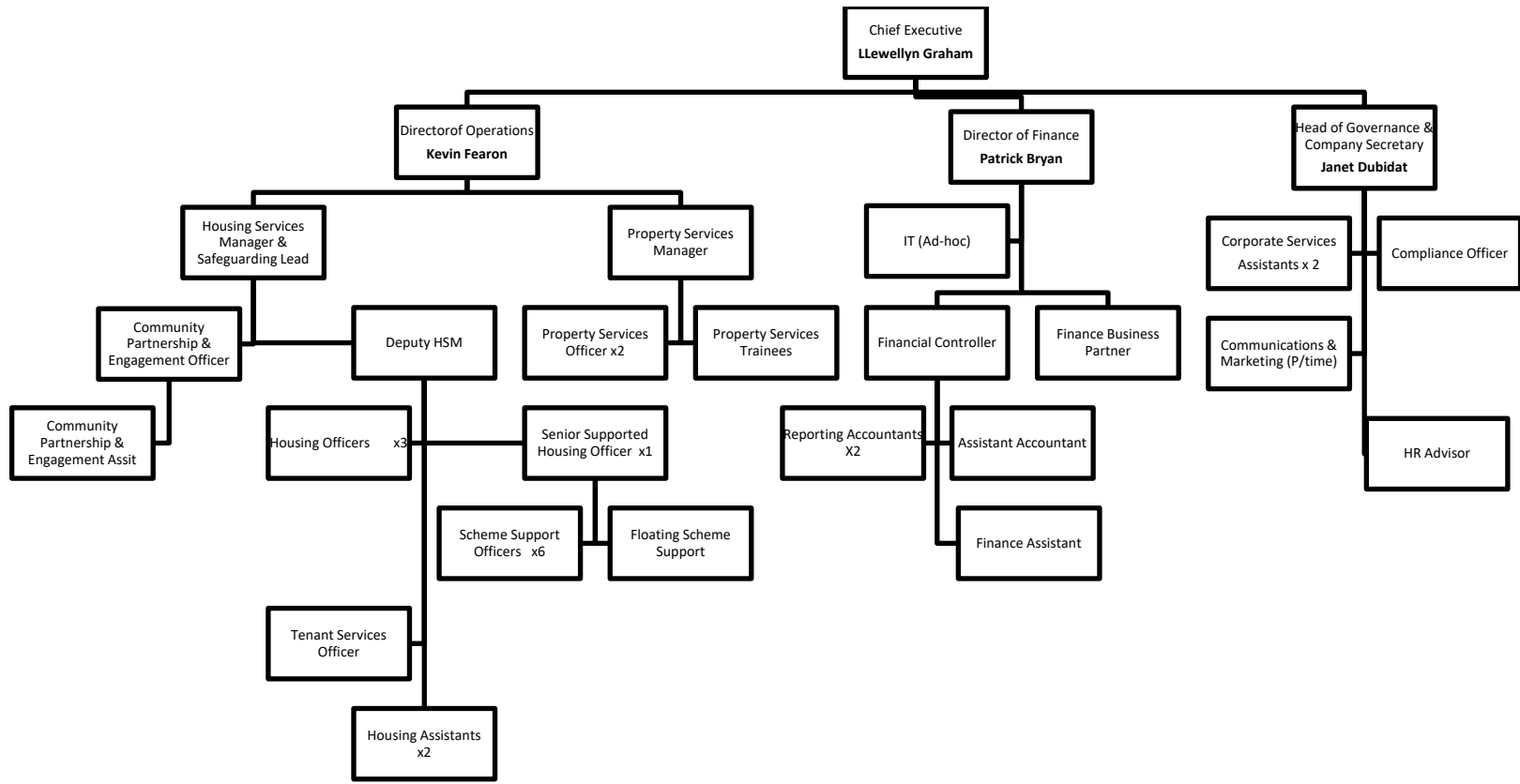
The Association is governed by a board of paid members who delegate responsibility for day-to-day work to be undertaken by committees and staff. Presently there are four committees: Audit & Risk, Operations, Remunerations & Nominations and Executive Committee.

The organisation chart attached details the current staffing levels.

The Operations Team

The work with the Operations Team is to provide a comprehensive customer focused service to the highest possible standard, including lettings, arrears and ASB management, responsive repairs, voids, and ensuring that the Association's properties are maintained to the highest possible standard, in line with customers' expectations.

Further details please contact: Website: www.nehemiah.co.uk or email: recruitment@nehemiah.co.uk or contact Marcia Cunnison on 0121 358 0966 or Corporate Services on 0121 358 0966 option 6



Section 2 – The Vacancy

Community Partnership & Engagement Assistant **Salary: 26,785.96 per annum**

Nehemiah is a BAME (Black Asian and Minority Ethnic) Housing Association providing affordable housing for a mixed clientele in six local authority areas of the West Midlands

We are seeking a Community Partnership & Engagement Assistant who will:

- support the Community Partnership & Engagement Officer in developing and implementing tenant engagement strategies and policies across the organisation.
- be able to communicate effectively both verbally and in report writing
- be able to engage with different audiences confidently and sensitively
- listen to what tenants say and ensures feedback is used inform improvements to the tenant engagement framework.
- strive to continuously improve the quality of the service provided and the overall tenant experience
- have a full current driving licence and access to a car for work
- Update and monitor social media and website platforms

The detailed job description is in our recruitment pack from our website.

CV's needs to be submitted by **Closing Date: 28/02/2025**

Interviews Schedule

1st stage Interview (in-person) – 11/03/2025 14PM- 16PM

2nd stage Interview (in teams) – 19/03/2025

*Further details please see our: Website: www.nehemiah.co.uk or contact via emails: recruitment@nehemiah.co.uk or on 0121 358 0966 or *Marcia Cunnison* on 0121 358 0966*

Section 3 – Job Description and Person Specification

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| Grade/Salary | £26,785.96 |
| Hours | The standard full time working week for employees is 35 hours per week, working Monday to Thursday 9am to 5pm and Fridays 9am to 4:30pm. |
| Office Location | 1-3 Beacon Court Birmingham Road, Great Barr Birmingham, West Midlands, B43 6NN. In this role, there will be a need to travel from time to time to attend different Nehemiah Housing sites; external and internal meetings and events in line with duties. |
| Reporting Lines | This post reports to the Community Partnership & Engagement Officer |

Our Story

In the 1980s growing housing needs, urban deprivation and an aging African-Caribbean population posed problems, exacerbated by riots in Handsworth in 1981 and 1985. The African-Caribbean community through a variety of churches responded with the creation of the Nehemiah and United Churches Housing Association (UCHA) in 1989. Nehemiah took its name from the biblical rebuilders of Jerusalem. Throughout the 1990s Nehemiah and UCHA began to develop sheltered schemes for black elders and family housing and accommodation for singles. Nehemiah expanded into Wolverhampton and eventually into the wider West Midlands.

Our Mission

To build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers. Nehemiah has a portfolio of 1250 properties serving the multicultural African Caribbean, Asian, Irish and European communities within the West Midlands.

The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton. As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a support and wellbeing provider, we assist people to obtain and maintain tenancies and make a major contribution in the prevention of homelessness. We have responded to the needs of our customers by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

The Role

General Description of Duties

The Community Partnership and Engagement Assistant will support the Community Partnership and Engagement Officer in overseeing and advancing tenant satisfaction measures (TSM), consumer Standards, and engagement strategies across the organisation. This role will involve assisting in the development and implementation of customer policies and strategies, ensuring they are integrated across all departments to deliver consistent and high-quality tenant experiences.

Community Partnership & Engagement

- Assist in identifying potential partnership opportunities and researching community needs.
- Support the planning and execution of community engagement events and initiatives. i.e. scheme support
- Assist in the implementation of various projects related to community engagement and tenant satisfaction.
- Draft and distribute communications materials to tenants and partners.

- Assist in the collecting of data on engagement activities to measure effectiveness.
- Assist in facilitating tenant groups, ensuring they are effective and accountable.
- Collect feedback from tenants to inform improvements in the framework.
- Support outreach activities to encourage tenant participation in engagement initiatives.

Marketing and Promotion

- Assist in the creation of marketing and promotional materials.
- Coordinate the distribution of materials to tenants and stakeholders.
- Ensure that all materials align with the Nehemiah brand.
- Update and monitor social media and website platforms

Complaints and Performance

- Receive, log, and track all incoming operational complaints and enquiries.
- To acknowledge complaints and to advise the complainant of the complaint process.
- Assist in providing data to compile complaint reporting
- Conducting survey at the end of the complaint process to monitor levels of satisfaction
- Complaint Service Improvement plan monitoring
- Collating data for annual consumer standard assessment

Key Responsibilities & Duties:

Administrative and Support Tasks

- **Meeting Preparation:** Assist with preparing materials, agendas, and logistics for tenant panels, meetings, and events.
- **Documentation:** Maintain records of tenant engagement activities, feedback, and survey results.
- **Communication:** Draft and distribute internal and external communications related to tenant engagement initiatives.

Engagement Coordination and Support

- **Tenant Engagement Support:** Provide administrative support as needed to perform the role, including scheduling meetings, recording minutes, and distributing information.
- **Training Coordination:** Assist with organising and delivering training sessions for staff on community partnership and customer engagement activities.
- **Survey Administration:** To administer customer satisfaction surveys.
- **Event Planning:** Contribute to the planning and execution of tenant engagement events and activities.

Data Analysis and Reporting

- **Data Collection:** Gather data on tenant engagement activities, feedback, and outcomes, to inform progress against the engagement framework
- **Review Documents:** Assist with reviewing and updating key documents related to customer engagement, such as policies, strategies, and service improvement plans.

Stakeholder Relationships

- **Research and Preparation:** Research external partners and stakeholders relevant to Nehemiah Housing's community engagement efforts. Prepare materials for meetings and forums.
- **Meeting Support:** Attend and assist at meetings and forums, taking notes, following up on action items, and building relationships with attendees.
- **Community Outreach:** Assist in planning and executing community outreach events and initiatives.
- **Relationship Maintenance:** Maintain regular communication with external partners and stakeholders, ensuring strong working relationships.

Governance

- **Regulatory Compliance:** To assist the Community Partnership & Engagement Officer to ensure compliance with regulatory requirements, such as Consumer Standards, TSM, and the Housing Ombudsman Complaint Handling Code.
- **Data Collection:** Collect and organise data related to customer satisfaction and service delivery.
- **Reporting:** Prepare draft reports and statistical information for the Community Partnership & Tenant Engagement Officer.
- **Self-Assessment:** Assist in collecting data for annual self-assessments against regulatory standards.

Additional Tasks:

- **Administrative Support:** Provide administrative support, such as scheduling meetings, managing files, and preparing correspondence.
- **Project Assistance:** Assist in the planning and implementation of community engagement and development projects.
- **Training and Development:** Participate in training and development opportunities to enhance skills and knowledge.

Health & Safety

- **Compliance:** Ensure compliance with the employer's health and safety policies and procedures.
- **Training:** Attend required health and safety training and ensure that any training materials are shared with the team.
- **Reporting:** Report any health and safety and safeguarding concerns or hazards to the line manager promptly.
- **Incident Management:** Assist in the investigation and resolution of health and safety incidents.

Management Support

- **Data Collection:** Collect and share data for the team.
- **Administrative Support:** Assist with scheduling meetings, preparing reports, and maintaining records.
- **Training Support:** Assist in the development and delivery of training materials for the team.
- **Project Coordination:** Coordinate small-scale projects or initiatives related to community engagement.

General Duties

- **Customer Service:** Provide excellent customer service to tenants and community members.
- **Community Engagement:** Participate in community events and activities.
- **Communication:** Maintain effective communication with tenants, community partners, and all stakeholders.
- **Administrative Tasks:** Handle general administrative tasks, such as filing, data entry, and correspondence.

| | Person Specification |
|--------------------------|---|
| Qualification(s) | <ol style="list-style-type: none">1. Must be educated at A level or equivalent a general education including GCSE's specifically English and Maths. To have or willing to work towards NVQ level 3 in housing.2. Full current driving licence and access to a car for work |
| Experience and Knowledge | <ol style="list-style-type: none">1. Experience of working in an office/customer service environment2. General administrative experience3. Experience of working within a team4. Experience of working with volunteers5. Good working knowledge of Microsoft Office packages – Teams; Word, Excel, Outlook and PowerPoint and other communications packages6. A good knowledge of social media |

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| | <p>7. Experience of assisting within managing projects</p> <p>8. Good understanding of delivering excellent customer service</p> |
| Skills/Abilities | <p>1 Excellent communication and interpersonal skills, both verbal and written.</p> <p>2 Strong organisational and time management skills.</p> <p>3 Excellent interpersonal skills; at ease meeting new people</p> <p>4 Ability to engage with different audiences confidently and sensitively</p> <p>5 Good organisational skills with the ability to plan and manage priorities to meet deadlines, seeking support when necessary</p> <p>6 Ability to follow procedures and instructions with accuracy and attention to detail</p> <p>7 Ability to communicate positively at all levels, both verbally and in report writing</p> <p>8 Ability to listen to and relay information accurately</p> <p>9 Ability to collect and report on information accurately</p> <p>10 Ability to work on own initiative as well as part of a team</p> <p>11 Ability to maintain a high standard of reliability and time keeping</p> <p>12 IT proficiency, including Microsoft Office Suite.</p> <p>13 Ability to use WordPress proficiency to update website</p> |
| Continuing Professional Development | <p>1. Demonstrates a willingness to embrace the use of IT to improve procedures, processes and core systems and own skills</p> <p>2. Demonstrates a willingness to develop skills and knowledge in Housing to enhance performance in the role</p> |
| Equal Opportunities | Understanding of the requirements of Equality and Diversity both as an employee but also in dealing with clients of the association. |

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| How we do things – | |
| These are our core values and behaviours | What we expect from you |
| Passionate | <ul style="list-style-type: none"> • Listens to what customers say, delivering practical solutions to problems and issues. • See mistakes as opportunities to learn to improve procedures and services. • Proactively seeks customer feedback. • Strives to continuously improve the quality of the service provided. • Demonstrates ambition in the day-to-day operation of the service • Shows determination to achieve targets and objectives. • Understands performance against targets and takes action to improve where required. • Is proactive |
| Integrity | <ul style="list-style-type: none"> • Understands the importance of policies and procedures • Demonstrates personal knowledge and competence but is not afraid to ask when does not have an answer • Self-aware – understands the impact of own actions and behaviours on others • Demonstrates organisational skills by prioritising and planning • Uses financial and other resources well, considers efficiency, effectiveness and value for money in decision making • Responds positively in all circumstances • Keeps colleagues/customers updated and informed. • Respects others' time and commitments |

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|-----------------------|--|
| | <ul style="list-style-type: none"> • Is dependable, trustworthy and accountable in what they do and say • Is open, honest, and transparent • Is non-judgemental, fair and unbiased • Respects and values cultural diversity • Exercises professional judgement appropriately |
| Diversity | <ul style="list-style-type: none"> • Builds and develops effective working partnerships with stakeholders • To be able to communicate effectively face to face and over the telephone with customers and a range of organisations • Able to adapt style to meet individual needs and situations. • Works as part of the wider Nehemiah team • Is committed to embracing inclusion and diversity |
| Sustainability | <ul style="list-style-type: none"> • Encouraging tenancy sustainability through listening to our customers • Is environmentally conscious • Considers and suggests new systems that the organisation could adopt to reduce its carbon footprint |

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| <p>Behavioural Competencies</p> <p>These competencies demonstrate the desired behaviours for success in this role. These competencies will be used to measure performance and set KPIs.</p> |
| <p>Active Leadership</p> <ol style="list-style-type: none"> 1. Motivates, inspires, and gains support from others through mutual trust without the need to rely on hierarchy and authority. 2. Provides a compelling vision which motivates others to work towards team goals, setting clear objectives and holding people to account for results. 3. Encourages and offers support to others in challenging situations. 4. Enables team to improve their performance and develop capability. |
| <p>Leading Change</p> <ol style="list-style-type: none"> 5. Understands the need for change and embraces change in a positive manner. 6. Communicates the vision for change by engaging and facilitating others to work collaboratively to achieve real change. 7. Seeks out opportunities to effect change to improve organisational performance. 8. Develops self and others to respond effectively to change communicating change clearly to all those around them, breaking down problems and establishing facts. 9. Uses sound judgement to make informed decisions which considers financial/resource management and the local/wider economy and markets. 10. Creates evidence-based strategies and plans which considers different options, benefits, risks, and solutions to make effective decisions even in time critical situations. |
| <p>Organisational & Strategic Perspective</p> <ol style="list-style-type: none"> 11. Clearly sees the bigger picture and demonstrates an in-depth knowledge of how their role supports the achievement of organisational objectives and the housing sector. 12. Creates clear strategies which consider the external and political context to maximise the opportunity to add value to the community and support growth. |
| <p>Winning Commitment</p> <ol style="list-style-type: none"> 13. Builds positive and trusting relationships with colleagues, partners and customers to get business done. 14. Develops internal and external networks which enable business to be delivered in an efficient and effective way. 15. Encourages collaboration and commitment with various stakeholders to deliver the best housing service. |
| <p>Analysis and Decision Making</p> <ol style="list-style-type: none"> 16. Identifies the key issues, breaking down problems and establishing facts. |

17. Uses sound judgement to make informed decisions which consider financial/resource management and the local/wider economy and markets.
18. Creates evidence-based strategies and plans which consider different options, benefits, risks and solutions to make effective decisions even in time critical situations.

Creativity & Innovation

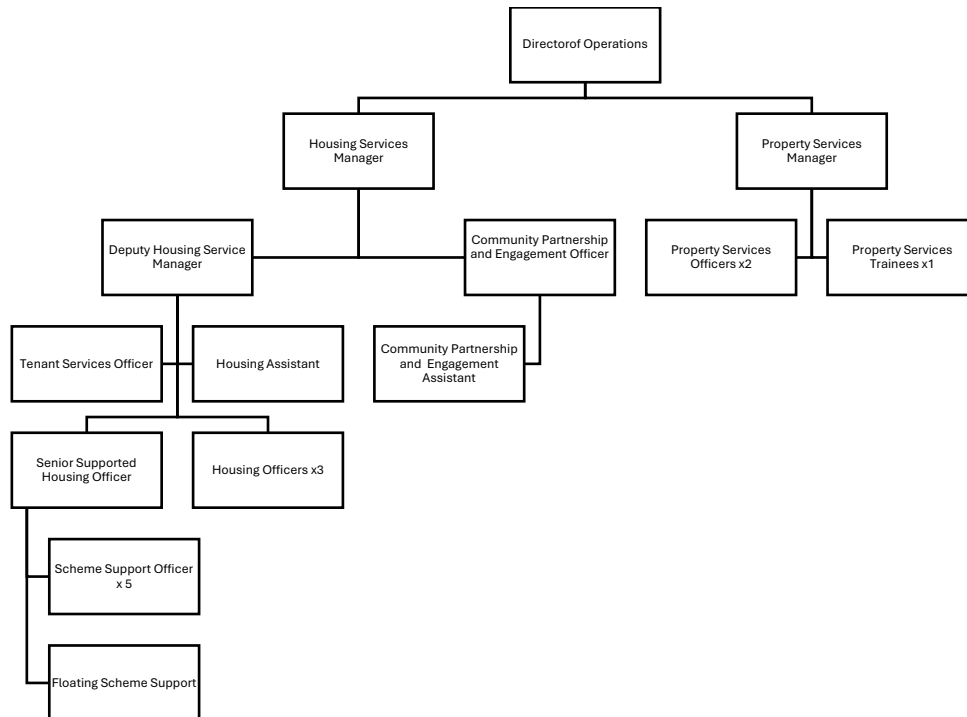
19. Standing back from the detail, taking a broader perspective, and developing innovative ideas to take the organisation forward.
20. Creates strategies and plans which considers innovative, new approaches which are being trialled in other sectors.

Delivering Results

22. Demonstrates energy and tenacity in the achievement of goals.
23. Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way, that exceeds goals and targets.
24. Looks at new challenges and not being satisfied with the status quo but not making change for change's sake.

Working Together

1. Works co-operatively and flexibly across cultures and organisational boundaries to achieve shared goals
2. Involves others to work towards shared goals and objectives
3. Works co-operatively with other members of the team and direct customers



Purpose of this Job Description:

Nehemiah considers this document as a “snapshot” of the job aimed at providing a clear guide at the time of writing. The nature of the housing market and the diverse nature of Nehemiah current and potential activities require flexibility from all employees. This profile cannot therefore ever be an exhaustive list and the post holder may be required to take on additional operational and /or strategic responsibilities commensurate with the post as the business requires.

Declaration

I have received a copy of this job description and undertake to carry out the duties as described.

Section 4 - Summary of Employment Terms and Conditions

Post

Community Partnership & Engagement Assistant

Condition of Offer

All posts are offered subject to receipt of satisfactory references /DBS checks that meet with our approval also compliance with the Asylum and Immigration Act.

Probation

This post is subject to a probationary period of six months, during which time assistance and guidance will be given to help the individual become familiar with and competently empowered in their work. Subject to a satisfactory completion of this period, your position will then be confirmed.

Hours of Work

The standard working week for full time employees is 35 hours.
Part time workers hours vary and these will be agreed on an individual basis.

Office hours are 9.00 am to 5.00 pm Monday to Thursday 9.00 to 4.30 Friday

Salary & Benefits

- **Salary: £26,785.96 per annum**
- Salary Payment will be made on the 20th of each month directly into bank account
- Pension Scheme – CARE Defined Benefit Scheme
- Mileage payments for work related journeys

Annual Leave

- 28 days including bank holidays based on statutory provision of 5.6 weeks, holidays are accrued on a monthly basis.
- Approximately 1 concessionary days

Contract Term

This is a permanent position

Maternity & Paternity

These are given in accordance with statutory guidelines

Induction

All new employees will have an induction programme. This Programme will be tailored to an individual's requirement and will include the Associations policies and procedures.

Induction will include the opportunity to shadow other departments and build up a knowledge base.

Performance Management

Performance Management at Nehemiah UCHA is based on a competency framework and includes process to review; probation, 1-2-1 supervision and the annual performance management review.

Disability Confident Employer Standard



By acquiring this standard the association will ensure that it:

- interviews all applicants with a disability who meet the minimum job criteria and consider them on their ability
- That the association will also make effort to retain individuals who may become disabled during their employment

Investors in People (IIP)- Gold



This is a national initiative awarded to organisations meeting the requirements of the standard entitling it to call itself an “Investor in People”.

Its main purpose is to ensure that organisations awarded the standard trains and develops all employees in a systematic way to meet both Organisational and individual needs – Nehemiah is an “Investor in People” organisation.

Pension

For the purposes of the Welfare Reform and Pensions Act 1999 Nehemiah has designated the Pensions Trust as its stakeholder pension provider. You will be automatically enrolled into this scheme. Details of the scheme and the rules are available from the Finance Director .

Nehemiah will match employees contributions at the rate of a minimum of 4% and a maximum of 9% per year of your basic annual salary into this scheme.

Section 5- The Selection

The selection process will consist of a skills tests/panel interview and a series of scenarios to assess your experience.

Induction

Nehemiah views the successful Induction of its new employees as paramount and accordingly will ensure that a comprehensive induction process is implemented for all new employees. This process will include the following:

- Completion of administrative papers
 - Introduction awareness of Nehemiah's vision, Mission and Values, and how these informs its activities
 - Introduction to fellow colleagues
 - Housekeeping issues such as key policies and procedures
 - Cross functional understanding of how other departments work and contribute to the 'whole' Nehemiah ethos
-