



Community Engagement Manager

Remuneration: Grade E - Full-time equivalent: £36,259- £40,313

Reporting to:

The Chief Executive

The Director of Customer Services in her absence and also

The Steering group (regular meetings)

Overall Aim

At Hanover, we wish to pilot a new initiative which we are calling 'Hub & Spoke'.

The aim of the initiative is to help our residents live happy, healthy, independent and secure lives and we want to do this by supporting and promoting activities on our developments and with the local community. We realise that we do much of this already and very successfully. Ideally, as part of our pilot, we want to celebrate and build on this; we want to explore what more can be done and create, where we can, greater links with community agencies and other older people.

We have used the term Hub & Spoke and to help understand this we have defined this for the:

Hub as

- A central facility which could be a Hanover development or shared property;
- Staff and resources may be based here, and services are delivered to and from this location and

Spoke as

- Spokes are a two-way flow of a range of services or activities available to our residents and potentially other older people and
- These people can choose to access these services or activities or have these delivered to them.

The pilot will run for one year and will involve approximately 5 pilot areas. We want to employ a Community Engagement Manager who can help us develop and test out the Hub & Spoke approach with the aim of making a positive impact for our residents and others.

The programme involves working closely with our staff, in partnership with external community agencies, mapping and building on where possible existing development and community services/activities and working with external researchers who will assist us evaluate the project.



The Community Engagement Manager will provide the Board with a mid and end of project year report. Importantly the end of year report will aim to assess the pilot, identifying where possible 'added value' i.e. the difference we are making to Older People's lives. Ideally, the Manager should help describe the future with respect to Hub & Spoke - helping Hanover to identify potential options/ways of working which can actively promote Hub & Spoke on developments/in the community using existing resources (including volunteering) that has the potential to be sustainable over time.

Key Objectives and expected outcomes of the post

To be responsible for the operational development of the Hub & Spoke project

The Post-holder will be required to:

- Map the range of activities and supports (both Hanover and neighbourhood) related to the Hanover developments involved in the pilot initiative and consider how information about them could be improved or made more accessible to all.
- Facilitate discussions with residents to understand what current activities help reduce isolation and loneliness, enable greater independence, improve wellbeing, and what other activities would better meet their needs.
- Explore with Hanover's Volunteer Coordinator, Hanover staff, volunteers and community partners new and innovative ways to extend the range of activities and support available, identifying opportunities to connect, reshape or discontinue activities to improve outcomes for residents.
- Engage with community partners and providers of activities and supports to establish or strengthen connections and raise awareness of the aims of the demonstrator initiative.
- Identify physical resources (e.g. spare rooms in the developments or community spaces) which have the potential to support the Hub & Spoke model.
- Identify scope for staff, volunteers and community partners at Hanover developments to manage/assist with community activities.
- Collect the range of information required to support the external action research and evaluation.
- Consider whether the demonstrator initiative could increase volunteering and enhance the experience of staff/volunteers.
- Identify the growth potential for the Hub & Spoke model in Hanover developments and any business opportunities.
- Develop a communication plan to keep key stakeholders, and Hanover Board informed of the demonstrator initiative.

Key Operational Tasks

To achieve the above the post holder must:

- Liaise with Project Steering Group, development based staff and local community groups to identify areas/ ideas of Hub & Spoke Project.



- Manage activities of project personnel to ensure the project progresses on schedule and within prescribed budget working with project sponsors.
- Prepare project status reports and briefings, keeping the steering group and external agencies informed of project status and related issues.
- Provide timely and good quality project documentation, reports, correspondence and maintain files and records as appropriate.
- Provide advice and resolve problems.
- Acts as a conduit for the flow of information and good practice within and between the project hubs, the wider association and external local communities.
- Undertake regular reviews (consulting with key agencies, management and the steering group) to assess project proposals/project stages, time frames, funding, risks and allotment of available resources, with the aim of accomplishing the project.
- Carry out Hub appraisals, making recommendations on the viability/sustainability of potential new activities.
- Brief and instruct Hanover's communications team to provide regular communications about the project for internal/external PR.
- Once up and running, periodically assess the performance of individual hubs.
- Control progress and ensure that general administration of projects is conducted efficiently during the design, construction and delivery liability stages.
- Monitor any expenditure during the project and reconcile final cost.
- Represent Hanover on external forums and working groups.
- Assist and share knowledge and experience with colleagues as required.

Essential Skills

You will have a proven track record of:

- Being directly or indirectly involved in the core activities within developments/ communities.
- Applying a creative approach to successful planning and project management.
- Delivering small to medium size projects within a challenging/complex environment.
- Developing or helping to design and implement new solutions (in the context of the pilot – your skills must include an appreciation of developing those activities which naturally fit well, with and in, the community)
- Possessing excellent emotional intelligence and people skills - inspiring, motivating, persuading and negotiating and working effectively with people at different levels (internally & externally) to build and maintain relationships (to ideally get the best for the pilot).
- Demonstrating strong organisational skills and the ability to take decisions
- Excellent IT skills - Microsoft Office, email and the internet.
- Working well under pressure and to strict deadlines, and with several demanding strands of work at one time.
- Excellent communication skills, oral and in written reports.



HANOVER SCOTLAND

- Working well on your own with high levels of self-motivation; operating without direct supervision and as part of a team.
- Experience within Change Management involving business process and organisational change, to ultimately deliver quality outcomes.

Other

- A current full and clean (preferably) driving licence.
- Willingness to attend to work outwith normal working hours.
- Willingness to stay away from home overnight