

## Northern Housing Consortium

**Job Title:** Housing Partnership Coordinator

**Responsible to:** Member Engagement Manager

**Section:** Member Engagement Services

### 1 Main purpose of the role

- To deliver secretariat support to one or more Housing Partnerships
- To anticipate, track, interpret and respond to emergent and existing housing and related policy.
- To assist the Housing Partnership members by engaging with the mayoral teams, Mayor, Combined Authority, politicians, stakeholders and other relevant agencies and stakeholders.
- To share insight and learning across Housing Partnerships, the NHC and the overall membership to ensure key priorities are communicated and opportunities are acted upon.

### 2 Key Tasks and Responsibilities

- To support agenda development for Housing Partnership and workstream meetings
- Working with the comms team to organise events such as, but not limited to, hustings, annual report launches and prospectus launches on behalf of the Partnership/s
- Work closely with the Chair, Vice Chair and workstream leads
- To contribute to the development and dissemination of publications on behalf of the Partnership/s
- Develop and manage a forward programme of meetings
- To attend Partnership and workstream meetings as required
- Build relationships with other local and national agencies as required on behalf of the Partnership/s
- Liaise with key stakeholders
- Identify and act upon opportunities for the Partnership/s both locally and nationally
- To work closely with the Policy and Public Affairs Team to support research for, and dissemination of, their projects, ensuring the strong link between the NHC and the Partnership/s remains in place
- Proactively contribute to business intelligence by capturing and acting upon business intelligence obtained through day to day work
- Provide support for the wider Member Engagement team's work programme as required, which could include the development and delivery of events and webinars for the NHC's wider membership

### 3 Role specific competencies and values

#### We Are Member Focused

- Ensure standards of satisfaction and engagement with services and outputs remain at high standard
- Work closely with members to understand business needs and ensure policy analysis and development reflects the whole spectrum of NHC membership

- Work with NHC colleagues to ensure member achievements are promoted and disseminated as part of NHC's role in supporting excellence
- Identify gaps in service provision or access and initiate and deliver solutions
- Deliver high service standards to NHC members on all member engagement matters

#### **We Are Collaborative**

- Identify opportunities for service development across business spectrum arising out of horizon scanning activity and member engagement
- Ensure member access to NHC services reflects their requirements
- Ensure data analysis is effective in underpinning service outputs
- Work with NHC membership and Partnerships to ensure the housing sector is supported in integrating itself into wider public sector framework
- Proactively contribute to business intelligence to further develop our services for members
- Provide support to colleagues
- Build and maintain effective network of contacts
- Lead in the delivery of NHC objectives
- Actively support team working across the organisation

#### **We Are Innovative**

- Respond swiftly to changes in policy landscape and ensure impacts are communicated effectively to both internal and external audiences
- Ensure Partnership and NHC member engagement outputs are accessible and meet requirements of intended audience
- Ensure clear delivery and marketing systems for events programme
- Ensure outputs are robust and defensible in terms of evidence collation, modelling etc.
- Combine member insight and data sets innovatively to tell strong northern "story"
- Link housing offer into wider public sector reform agenda demonstrating the added value that housing can bring
- Create new models/toolkits for NHC membership which add value to their organisational vision
- Develop new event delivery approaches and regularly refresh content

#### **We Make A Difference**

- Demonstrate self-awareness through identification of development needs and impact on others
- Makes positive impact on others
- Act as a role model to Engagement Officers in developing and maintaining professional standards when working with NHC members and partners
- To act as an advocate and ambassador for the NHC
- To exemplify the culture, values and behaviours of the organisation
- Ensure all team members are clear about their role and how they contribute to the success of the NHC
- Encourage, coach and support team members to develop
- Carry out other such duties as may be necessary for the successful operation of the NHC
- Fulfil the requirements of the post in a professional manner and in doing so achieve high standards and agreed personal performance targets are met

## **4 Skills, Qualifications and Experience**

- Experience of operating within a policy context
- Experience of facilitating roundtables or similar

- Experience of managing multiple projects
- Experience of working with a range of stakeholders at all levels
- Strong written and verbal skills
- Knowledge of the housing sector

**October 24**

# OUR VALUES

## 1 WE ARE MEMBER FOCUSED

(OUR MEMBERS ARE AT THE HEART OF EVERYTHING WE SAY AND DO)

- We build positive relationships
- We go 'above and beyond' to ensure value for money to our members
- We identify priorities based on understanding member and organisation needs

- We empower our people to make decisions and treat each other with consideration and respect
- We help to create a diverse and trusting work environment where everyone can be themselves
- We recognise and celebrate the success of the organisation, our teams and individuals

## 2 WE ARE COLLABORATIVE

(WE WORK TOGETHER AS A TEAM AND SHARE LEARNING)

- We react to new challenges quickly and positively
- We demonstrate creativity and innovation in our work
- We regularly review and improve our products, systems and processes

## 3 WE ARE INNOVATIVE

(WE ARE CREATIVE, FLEXIBLE AND REALISTIC)

- We encourage the development of our staff
- We recognise that our individual roles make a positive impact on people's lives
- We take responsibility and we deliver
- We are honest and act with integrity

## 4 WE MAKE A DIFFERENCE

(WE CONSIDER THE BEST INTERESTS OF OUR MEMBERS, THE ENVIRONMENT AND SOCIETY AS A WHOLE)