

**Manningham Housing Association**  
30 Manor Row, Bradford, BD1 4EQ

Job Description

Post Title	<b>Community Development Officer (job share)</b>
Responsible to	Community Partnership and Investment Manager
Responsible for	Occasional volunteers/ Sessional Workers
Budgetary Responsibility	Some Project Budgets
Location	Bradford & Keighley
Salary	£31,618.00 PA (Pro rata)
Car Allowance	Essential Car allowance

**Job Purpose**

- Reporting to the Community partnership and Investment Manager, an experienced Community Development Project Officer is required within the Community Investment function, they will lead on a series of tasks and projects associated with the MHA Community Investment Strategy.
- The position will play a pivotal role in the delivery of projects for the association and contribute to the overall contract management function.
- To achieve the outcomes required to ensure that the projects are delivering value for money and meeting the contractual expectations.

**Key Deliverable and Outcomes**

1. Assist the Community Partnership and Investment Manager with the delivery of Community Investment Strategy goals including project, planning, designing, coordinating, delivering and monitoring the delivery of externally/internally funded project and initiatives.
2. Publicising progress against specific projects/initiatives and programmes and ensuring information is disseminated online, offline and via social media and other means (bi-lingual) for effective engagement for MHA.
3. Enable residents to be able to self-help by ensuring that information, advice and guidance is easily accessible and readily available, and that signposting is everyday practise.
4. Working in partnership with a range of bodies, stakeholders, and BAME communities/ service users on the theme of health and wellbeing, economic development, employment, and skills.
5. To forward plan, coordinate, attend, and actively participate in community panels, internal/external meetings and events as required in building healthy and working relationships with front-line providers.
6. To co-ordinate annual, monthly, and quarterly reports/newsletters for service users, and assist with KPI reporting on customer satisfaction and standards across the

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- business and externally. Apply proven experience of project /research management competences in gathering local intelligence, data and supporting/undertaking evaluation of projects,
7. initiatives and programmes against priorities identified in the Community Investment Strategy.
  8. To assist wider teams across the business to plan, develop and deliver local plans/interventions that respond to local BAME need, issues and concerns linked to themes identified in the Community Investment Strategy.
  9. Proactively work with Customer Involvement and Engagement Officer and Neighbourhood Housing Officers to design new projects and initiatives where residents will thrive.
  10. To support community consultations campaigns for MHA including undertaking monitoring and evaluation of internal/external funded projects, initiatives and programmes for benchmarking and project learning and development purposes.
  11. In line with MHA equality diversity and inclusion strategy the post holder to be committed to challenging and promoting equality, diversity and inclusion at every opportunity including when attending partnership meetings, undertaking targeted outreach and through attending events and conferences.
  12. To apply proven experience, knowledge and understanding of Asset Based Community Development approach to supporting BAME and other marginalised communities through locally led programmes and initiatives focusing on health, employability and economic development, community cohesion and integration, climate change and the environment and financial inclusion.
  13. Build and maintain strong alliances and partnerships with a wide range of organisations and individuals that support and enhance the interests and position of South Asian and other marginalised communities i.e. LGBT, Refugee and Asylum Seeking and emerging communities.
  14. To carry out any other duties that may be reasonably requested including willing and being able to work outside of normal hours on regular basis including remote working from local community and hubs and evenings and weekends.
  15. To conduct occasional mini surveys and research to identify the need, demand and aspiration of the MHA customers and communities within neighbourhoods.
  16. The post-holder's duties must at all times be carried out in compliance with legislative requirements such as health and safety and all of the Associations policies and procedures in particular the Equality, Diversity & Inclusion Policy and any other policies designed to protect employees or service users.
  17. Any other duties that may be required by line manager to deliver which may have not be listed in this job description

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**Person Specification** (all areas are essential unless otherwise specified)

Education/Qualifications/Knowledge

- Educated to NVQ Level 3 / 4- degree level or equivalent in a field relevant to the post. (Essential)
- Knowledge and experience of community participation and engagement, including BAME, LGBT, Refugee communities, Young People and Disability groups.
- Proven knowledge and experience of the Mental Health, Economic Development, Financial Inclusion and or Community Cohesion agenda .
- Sound knowledge and experience of databases and ability to develop and maintain people and contacts database at MHA. (Desirable)
- Sound knowledge, experience and appreciation of barriers and challenges faced by BAME groups and other marginalised communities
- Awareness and understanding of current political, social, and economic challenges faced by housing and community organisations/sectors generally. (Desirable)

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**Experience**

- Proven experience of collating, displaying, and analysing qualitative and quantitative data and preparing/presenting findings to range of groups/audiences.
- Proven experience of co-ordinating community-led projects to support BAME and other marginalised communities on areas of Health and Wellbeing, Financial Inclusion, Community Cohesion, and Economic/Skills Development.
- Proven experience of multi-agency and partnership/collaborative working on areas of Health/wellbeing, Economic/Skills Development, Community Cohesion, and Financial Inclusion.
- Proven experience of project delivery including evaluating of economic and social projects and initiatives meeting needs of BAME and marginalised communities.
- Lived experience of working directly with and supporting BAME and other seldom heard communities/ hard to reach communities to improve their quality of life.
- Sound interpersonal and communication skills with ability to build/initiate productive working relationships with service-users, partner, funders, and commissioners of services.
- Experience of developing innovative and engaging public engagement events/conferences. Experience of monitoring/recording performance against Key Performance Indicators (KPIs)and including understanding of Social Return on Investment. (Desirable)
- Experience of delivering online community led/owned projects and initiatives to support BAME people and groups who are digitally excluded.

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**Aptitudes and Skills**

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- Excellent team player but equally comfortable in using own initiative to deliver against agreed outcomes and competing priorities/deadlines.
- Good level of oral/written communication skills with both professionals and the public through a range of media/online platforms recognising end-user's communication needs.
- Being tactful and diplomatic when under pressure and when working with marginalised and vulnerable people and communities.
- Ability to speak multiple South Asian languages and cultural understanding of South Asian communities and groups.
- Excellent planning and organisational skills in relations to activities/events including community outreach, engagement, and development.
- Experience of working flexibly, remotely and ability to listen, and enthuse people in particular marginalised people/groups from diverse communities. (Desirable)

### **Personal Attributes**

- Work with internal departments/teams to deliver the corporate mission/vision of MHA and to live and work the values which underpin the mission/vision.
- Sound working knowledge-experience of standard "desktop" systems and to use IT software relevant to this job role i.e. MS Office, Ms team and Zoom.
- Ability to network and develop sound working relationships with colleagues from various agencies/organisations including funders and commissioners of public/voluntary services.
- High standards of personal resilience and integrity and being able to work quickly/accurately when under pressure.
- Hold full and current driving licence and being flexible for meetings with users/stakeholders on evenings or at weekend as required. (Desirable)
- Passionate/willingness to promote positively the Equal Opportunities Policy of MHA.

### **Development**

Willing to develop own skills and evidence of personal development.

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The Associations 'Expectation of our Leaders and Colleagues' apply to this role