

Resident Engagement Lead

Days	Mon – Fri, occasional evening and weekends
Hours	approx 36 hours per week
Salary	£20ph, negotiable DOE
Duration	Up to 9 months



Job purpose:

Our Resident Engagement Lead will work alongside the Senior Resident Engagement Lead in the management and delivery of the Lancaster West refurbishment co-design programme – including event support, administration and directly liaising with residents to collect feedback.

As we embark on a multi-million-pound refurbishment programme to ensure that Lancaster West is a model 21st century estate, effective and active communication is vital.

This job will require someone who is committed to transforming Lancaster West Estate for and with its residents, can work flexible hours as needed, and can manage changing volumes of work.



Description of Duties:

- Help develop, plan and deliver Co-design and Engagement projects across Lancaster West Estate
- Develop effective working relationships with residents and key stakeholders, including statutory and non-statutory agencies. Put in place arrangements to support joint planning, monitoring and delivery of projects in partnership with residents.
- Lead on the development and implementation of a new and innovative digital engagement project
- Ensure resident engagement promotes inclusiveness, diversity and accessibility in engaging and involving residents, and promotes all services putting customers at the heart of what we do.
- Help develop and coordinate delivery of communication plans; tailored to each specific project.
- Provide advice and support to internal colleagues on engagement and delivery.



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- Promote and engage with Resident Associations and Lancaster West resident Block Representatives
- Ensure that all information systems are appropriately maintained so that colleagues have access to relevant and up to date information.
- Work collaboratively with colleagues across the organisation and the council to ensure effective service provision and achievement of corporate objectives.
- Undertake other duties relevant to the nature, scope and level of the role as necessary, including organising and attending evening & weekend meetings where appropriate.

How to apply:

Please email a **CV and covering letter by 5pm on 20 May 2022** to linda.fenelon@rbkc.gov.uk

For an information discussion, call **Linda on 07814 608 999**

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