

Appendix D: Example Job Description

Job Description Travellers' Project Officer
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DIVISION/SERVICE: **Housing Services**

RESPONSIBLE FOR: **Delivering a range of service development projects in connection with the Travelling community in Hackney (3 Staff)**

RESPONSIBLE TO: **Neighbourhood Housing Contracts Manager**

GRADE:

Purpose of the job

- To improve access to public services for Hackney's Irish Travelling community and other Gypsy and Travellers by working with all principal public service providers (education, employment, social services, health, and housing) to mainstream service provision and ensure that their needs are accounted for.
- Leading on a range of projects and take appropriate action to improve public services to Hackney's travelling community in all forms of housing in accordance with the recommendations of the Birmingham University study.
- The post-holder will be expected to liaise closely with the Travellers the Council, its partners and representative organisations in connect with key services such as education, environmental health, employment, leisure and health as well as housing.

Council Key Accountabilities

1. To initiate and develop policy and strategy towards Travellers taking the recently commissioned Birmingham University study and other research as a starting point and especially to:
 - Ensure that Travellers are included within departmental service plans and strategies including race equality impact assessments and local development framework
 - To initiate and develop policies on the management of traveller sites
 - Policies on tolerated sites
 - Policies and protocols with the Council and police on unofficial sites
 - Training of Council staff and partnering organisations
 - Raising awareness of the needs of Travellers by organising training for Hackney Homes staff and promoting a culture of mainstreaming their services
2. Although based within Hackney Homes's policy and service development team the project will encompass all of the principal service areas of importance to the welfare of travellers: all Council departments, the Learning Trust (education) and Hackney Homes together with other important areas such as health and voluntary services.
3. To gain the trust and participation of Travellers in Hackney demonstrating complete integrity
4. To run effective meetings with Travellers in ways that suit them best, keeping them informed.

5. To communicate in a confident, authoritative and assertive manner that is in line with established policies practices and priorities of the Hackney Homes and maintains and enhances its credibility.
6. To communicate in a way that meets the needs of Hackney Homes and the Council and their partners in a way that influences effectively.
7. To act in a manner that promotes equality of opportunity and collaborative working within staff teams, ensuring that services are delivered in a non discriminatory way and to promote greater equity for disadvantaged groups.
8. To maintain effective working relationships, based upon exemplary standards of professionalism, honesty and respect with Members, other officers and outside agencies.
9. To provide clear and concise reports as requested incorporating evidence and reasoned argument with the use of statistics and graphics where appropriate
10. To apply the Human Resources Standards and Equalities Standards and to ensure that this is demonstrated and maintained throughout the service.
11. To be aware of the national and local strategic context, including legislation, as it affects travellers including Council's 2020 vision, Olympic Games site, sub regional planning and LDA, SSA and RSG issues, budget strategy and the Government directions, modernising agenda and best value.
12. To be politically sensitive and able to recognise and deal with a range of sensitive issues that impact on the service area relevant to travellers and their place within Hackney's diverse community.
13. To maintain relevant information and systems in critical areas and analyse material to enable the Landlord Services Division to identify priorities, make decisions, determine action and review progress
14. To assist in ensuring that the requirements of health and safety legislation and the Council's relevant policies are carried out in relation to the responsibilities of the job.
15. To ensure that Standing Orders, financial regulations, equal opportunities, IIP and other relevant policies code of conduct and personnel practices and procedures or other corporate rules, policies or standards are complied with and to ensure that these are applied consistently at all times in the division
16. Line manage two full time workers and a part time worker funded under the Supporting People scheme to provide housing related support to Travellers living on sites and in housing.
17. Act as lead officer on the closure of the Waterden Road Travellers site ensuring that the displaced population are dealt with under the Council's rehousing policies
18. Act as lead client officer on the design of the new sites in the Borough