



Job Profile

Job Title	Community Connector
Reports to (job title)	Senior Advisor Scotland
Job Reference No.	HOMEJD1154

The job in a nutshell...

The community connector role is all about supporting our customers and other residents to shape and strengthen their local communities. They work closely with local people to bring ideas to life, support community-led projects, and make the most of the resources already available in the area. It's about empowering people to take action, build connections, and create positive change where they live.

A big part of the role is bringing people together, helping people to share knowledge, and find the right advice, activities, and services. Whether it's supporting local groups, encouraging partnerships with community organisations, or simply making sure people feel heard, Community Connectors help create thriving, connected, and inclusive communities where everyone has the chance to get involved.

This role will also focus on traditional tenant engagement, making sure our customers have a real say in the services that affect them. It's about creating opportunities for customers to share their views, ensuring their voices are heard, and shaping services that truly meet their needs. A key part of the role will be developing this area further, building on the work already in place and finding new ways to strengthen involvement. By growing engagement and deepening local connections, we can make sure our customers feel valued, listened to, and are actively involved in shaping their communities.

Bringing resources into our communities is also an important part of the role, this will involve accessing and allocating funding on behalf of Home Group Scotland, as well as delivering funding in partnership with other organisations.

What **success** will look like...

Customer engagement is part of the DNA of Home Group Scotland and ensures we deliver the services our customers want and need. The Community Connector will have a key role in being an ambassador for customer engagement shaping the engagement agenda for Home Group Scotland.

An exciting and interesting programme of involvement, scrutiny and engagement that includes a large number of customers from diverse backgrounds.

You'll use a variety of channels to offer opportunities to as many people as possible, ensuring your approach considers the barriers to engagement and seeks to overcome them.

You'll have a national focus for customer engagement but also have the chance to work more closely with some of our communities to understand the priorities of the locality and build a wide range of networks, both internal and external, to enhance the engagement offer.

Use of current guidance and best practice to meet regulatory requirements.

Provision of support and guidance to colleagues across the business to enable them to engage customers.

Analysis of findings and production of reports to inform the business of themes, trends and recommendations.

Consideration of your regional budget to maximise resources.

You'll be responsible for the administration associated with all relevant customer engagement activities.

You will develop links across the wider Scotland team to maximise opportunities to provide benefits to our communities, including by identifying potential projects to support via our community benefits from our various contractors.

Develop and update a resource database to support housing managers with local challenges and interests.

Identify and apply for funding opportunities, including in partnership with others, to support and enhance our communities.

You'll already have these **brilliant** skills, qualifications and knowledge...

You'll have a person-centred, engaging and fresh approach which you'll bring to designing and delivering creative sessions with customers and wider groups.

Proven track record of service development through supporting both individuals and groups.

Knowledge of social housing and community issues.

Relevant experience of working with customers to enhance their skills and confidence and to bring out their voice and views as well as knowledge of positive risk taking with customers to enhance their experiences.

You'll have an ability to cater to different learning styles, communication skills and other needs. You'll also have brilliant communication skills, including report writing and be good with Microsoft office

You'll have great skills with regards to project planning and partnership working.

You'll be able to unlock the potential of people and communities by building their skills and talents.

The role will require frequent travel across Home Group Scotland's area of operation and some occasional working outside of standard office hours. A full, clean driving licence and access to a vehicle is essential.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

It would be amazing if you have relevant qualifications and experience in housing or community work. However, we'll put a tailored development plan in place so as long as you're willing to learn, we can make it work.

We're all **accountable** for...

Health and safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to health and safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group Scotland.

Other **important** stuff...

You'll be a budget holder? No Yes X... you will work within an allocated budget of around £10k.

That's when it hits home
www.homegroup.org.uk/careers

You'll manage people? No ☐ Yes ☒

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☐ Frequent ☒

