



## JOB DESCRIPTION

Job Title:	Community Liaison Manager
Contract:	Full-time (Monday-Friday, 9am-5.30pm with occasional weekend or evening availability)
Salary:	£30,000 – 35,000 per annum
Reporting to:	Project Director
Direct Reports:	None
Job Family:	Construction
Location:	Holloway Park, Parkhurst Road, N7 0NU
Job Purpose:	London Square and Peabody are partners in delivering Holloway Park, a 985 residential led scheme with associated high-quality landscaping, residential facilities, and Women's Building. You will join the Holloway Park project team to develop a community liaison strategy to keep local residents and stakeholders updated throughout the construction period.

Key Responsibilities:	<ul style="list-style-type: none"><li>➤ Provide excellent liaison and communication services between local residents and the Holloway Park delivery team. Also, act as a link between key agencies and partners working in the area. This may include but not limited to Islington Council's Public Protection team, Peabody, schools and community and voluntary sector organisations.</li><li>➤ Communicate, liaise and deal with local residents to ensure positive solutions and resolutions of complaints and keep a record of all complaints and actions undertaken to resolve them.</li><li>➤ Produce information to keep the local community updated on site progress and activities. This may include newsletters, website updates and other methods of communication in a format agreed with officers of the Council's Public Protection team.</li><li>➤ Facilitate monthly meetings with members of the Council's Public Protection team in order to review complaints, discuss monitoring results, site progress and forthcoming work.</li><li>➤ Setting up, running or getting involved with any site events that may take place relevant to the construction works.</li><li>➤ To ensure all records are kept updated and support the team with all administrative tasks and in preparing documents.</li><li>➤ Ensure that all trackers and databases are kept up to date and support the team in preparing reports.</li></ul>
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### Key Attributes:

- Ability to work at both strategic and operational levels adapting your communication style verbally and in writing with a wide range of people, at all levels, both internally and externally.
- Ability to build good community relationships and engage with people from all backgrounds and listen in order to understand their needs and concerns.
- Skilled project manager; able to work with partners to ensure project outcomes and outputs are met in line with agreed project milestones, budgets and objectives.
- Good knowledge of area/estate regeneration and are able to plan and deliver projects, community consultation and public events
- Good networking, partnership development and relationship management skills.
- Ability to prepare and write progress reports for Islington Council and stakeholders.
- High levels of literacy and numeracy with an ability to write clear concise reports and collect/maintain both quantitative and qualitative data.
- A self-starter, able to work on own initiative, prioritise tasks and work to deadlines.
- Skilled IT user– Word, Excel etc. (including for the collection of performance information).
- Available to work some evenings and weekends.

To apply, email CV and cover letter to [careers@londonsquare.co.uk](mailto:careers@londonsquare.co.uk)