



JOB DESCRIPTION

Job Title:	Community Liaison Manager
Contract:	Full-time (Monday-Friday, 8am-5.30pm with occasional weekend or evening availability)
Salary:	To be confirmed
Reporting to:	Project Director
Direct Reports:	None
Job Family:	Construction
Location:	London Square Holloway
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">• 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.• 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.• 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.• 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.• Setting up, running or getting involved with any site events that may take place relevant to the construction works.• To ensure all records are kept updated and support the team with all administrative tasks and in preparing documents.• Ensure that all trackers and databases are kept up to date and support the team in preparing reports.
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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