

Community Potential Specialist

Reports to: Operations Partner

Working within: Experience Pod

As part of the Red Kite Group, our new charitable company Twenty11, aims to empower our customers to realise their potential, encouraging positive behaviours and changing people's mind-sets when it comes to independence and choice. We want to provide our customers with opportunities to achieve tangible outcomes and exercise choice when considering their employment, finances, education, well-being and housing. We also want to provide our customers with the opportunity to play an active and positive role in their community through volunteering or helping their neighbours, irrespective of their circumstances. In turn, we hope to create positive social interaction, reduce social isolation and increase aspiration within our neighbourhoods. It's also about supporting the community through being a good citizen and role model.

Through this bespoke and unique approach, your role as our Community Potential Specialist will bring about a desire in people to develop their skills and talents to realise their potential.

What we need you to do:

- Develop a Personal Success Plan with customers, identifying areas where they want to make an improvement – this could be money management, employment, community involvement or wellbeing
- Work with and support our customers using your coaching, influencing, motivating, negotiation and supervision skills to monitor and encourage progress with their Personal Success Plan
- Provide coaching, mentoring and one to one support to our customers to engage them in a life coaching process and build trust and confidence so they see the benefits for them and the community
- Develop and project manage a network of external and internal partners and stakeholders who will support our customers through their journey by providing the services agreed with us e.g. interview skills, IT literacy, work experience
- Build lasting relationships with our customers to motivate, inspire and enable them to feel empowered to engage with a network of partners and stakeholders to meet the obligations of their tenancy and Personal Success Plan
- Make sure our customers are aware of and understand aspects of Welfare Reform changes that could impact on their finances, and support customers through changes in their personal circumstances
- Comply with Twenty11 and the Red Kite Group policies and procedures, including health and safety, diversity, lone working and data protection
- Work closely with every team across our business to understand the range of services we offer and liaise with colleagues to monitor each Personal Success Plan

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- Provide regular reports on progress against contracts, service level agreements and Personal Success Plans, to enable the mapping of our customers' journey to success
- Uphold our values of Partnership, Respect, Pride and Creativity in everything you do

What you will be responsible for:

- Working with each customer to identify, agree and develop a 'SMART' Personal Success Plan
- Working with colleagues from different pods to make sure we have good tenancy management, support a smooth pre-tenancy, lettings process as well as encouraging and, where necessary, enforcing positive customer behaviour from the start of every tenancy
- Supporting our customers to explore the benefits of getting involved at Twenty11 (or Red Kite and the wider community), through volunteering, promoting 'membership' and becoming an involved customer
- Working as part of a wider team to make sure all information systems are maintained and updated so that in your absence, anyone in the team can pick up where you left off
- Identifying and managing any risks which may affect the outcome of the Personal Success Plan, highlighting any relevant support networks or community initiatives that will help to link customers into their communities
- Referring customers to partners and stakeholders who will enable them to overcome barriers e.g. to reach higher levels of socio-economic status through entry to employment opportunities, or overcome in-work poverty through skills etc
- Manage relationships with partners and stakeholders; monitoring contracts and service level agreements which define these, and the performance measures contained within

Where you have come from:

- An environment where you have built effective working relationships through partnerships with staff and customers as well as external agencies and stakeholders
- A place where you have enabled customers to take control of their circumstances in areas like employment, finances, education, wellbeing and self-confidence
- An environment where you have experience of dealing directly with the public, placing the customer at the heart of everything you do and delivering a high quality customer service
- A place where you have experience of being a customer champion, working to improve services and tailoring your approach to each individual

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What our teams will see in you:

- A customer focused, results driven individual who makes decisions, listens to others and is prepared to challenge and champion new ideas
- Someone with effective and efficient written, listening and verbal communication skills which they adapt for their audience
- A person who understands the impact of welfare reform and other social, economic and community pressures, who values and uses customer insight to minimise risks and adapts their approach to improve services
- A team player who can work positively and flexibly in line with our values
- Someone who excels at working with colleagues and partners to achieve joint outcomes

As a person you will:

- Inspire, motivate and challenge customers to achieve their goals
- Be self-motivated, have a 'can do' attitude and be adaptable and flexible when required
- Always be up for a challenge, embrace change and value our desire to continuously improve our services
- Build and nurture effective working relationships with our customers, our partners and other key stakeholders
- Have strong project management, prioritisation, reporting and record keeping skills
- Be confident and efficient when lone working and be able to weigh risks and make sensible decisions
- Use your enabling, coaching, mentoring and influencing skills to ensure our customers persevere in their journey with their Personal Success Plan
- Be comfortable with Microsoft packages and have the ability to quickly learn new systems and processes

Ultimately, we're looking for someone who:

- Approaches each task with a 'right first time' attitude
- Creates a great experience for our customers, because that's why we're here
- Manages and lives up to our customers' expectations
- Has a proactive attitude to work and interaction with colleagues and customers
- Learns from mistakes and always thinks big picture
- Is accountable and delivers value and efficiency

You are the person who will engage with our customers to develop their success plan and facilitate their journey with access to the services, tools and partnerships they need