



HILLINGDON

LONDON

Job Profile template

JOB TITLE:	Community Impacts Officer
GRADE:	POA
POST NO:	30699
JOB TIER:	Tier 4
DBS CHECK:	Standard
DIRECTORATE:	Residents Services
SERVICE:	Community Safety and Enforcement
REPORTING STRUCTURE	[refer to Appendix 1 for Org Chart]
Reports to:	Stronger Communities Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

This role plays a critical part in building resilient, inclusive, and safe communities by integrating responsibilities across community cohesion, countering extremism and hate crime prevention, and community tensions monitoring. It works closely with residents, statutory services, and voluntary and community sector partners to promote positive relationships, safeguard vulnerable individuals, and prevent escalation of community tensions.

The postholder acts as a bridge between diverse communities, ensuring voices are heard, risks are identified early, and meaningful interventions are developed to strengthen unity and reduce harm.

Job Description

1. Resident & Community Contribution

- Community Cohesion & Engagement

Support delivery of cohesion priorities in partnership with communities and stakeholders.

Facilitate positive dialogue across different cultural, faith, age and identity groups, encouraging shared understanding and leadership development.

Support community events, workshops and forums that promote cultural exchange and inclusion.

Facilitate access to sources of external funding for activities and programmes that support community cohesion outcomes.

- Hate Crime and Extremism: Prevention & Response

Facilitate hate crime forums and themed events to build resilience, promote reporting, and counter harmful narratives.

Implement and coordinate Hate Crime Awareness Week activities and maintain strong partnerships with police and statutory community safety partners.

- Community Tensions Monitoring & Prevention

Strengthen local capacity, confidence, and resilience by supporting communities to identify their own priorities and solutions.

- Customer Focus

Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however there may be requirement to assist in induction and training of peers and new employees.
- Productively develop internal and external relationships with professionals, partners and communities.

3. Operational Service Delivery

- Community Cohesion & Engagement

Build detailed community profiles using active engagement and local data sources.

Develop approaches to support engagement with, and gain insight from, less frequently heard communities.

- Hate Crime and Extremism : Prevention & Response

Support the Stronger Communities Service to deliver statutory responsibilities linked to CONTEST aims, Prevent Duty and Hate Crime.

Coordinate the development, delivery and review of local Hate Crime Strategies and Action Plans using data and insight from proactive engagement with communities.

Facilitate delivery of Hate Crime and other training and awareness programmes as required

- Community Tensions Monitoring & Prevention

Monitor emerging community tensions, collect on-the-ground insights from partner organisations and communities, and support an early, preventative approach to conflict.

Work with colleagues and partners to capture, analyse, and share information from schools, voluntary agencies, council services and other partners to build a predictive picture of community dynamics.

Work with partners to reduce risks of disorder, fear of crime, insecurity or violence that may occur when tensions rise.

- Multi-Agency Coordination

Coordinate multi agency working groups relating to Hate Crime, cohesion and community tensions response as required.

Support plans to reduce disproportionality.

Provide progress reports, risk updates, and exception reporting to Senior Managers and Boards as required

Act as a central point of contact for agencies in relation to community tensions and hate crime

4. Financial & Resource Management

Support financial oversight, management and reporting requirements of any grants or programmes accessed to deliver local programmes.

To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

5. Service Improvement

To keep up to date on research, policy and practice developments through research and attendance at seminars or training.

Monitor attendance, outcomes and use validated tools to evaluate impact of activities and programmes.

To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service.

6. Contacts

This role requires contact with a wide range of stakeholders including: council officers, partnership agencies, voluntary, faith and community organisations and residents.

7. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

8. Key Performance Indicators

Deliver a coordinated and community informed approach to community cohesion, tackling hate and extremism and community tensions.

Demonstrate increased reach and involvement, across the diverse communities of the borough

Enable communities to feel better connected and improve perceptions of inclusion and cohesion.

Provide data collection and analysis to improve understanding and management of community dynamics, impacts and tensions.

Support the achievement of team performance objectives within set timeframes by collaborating effectively with the team and partners

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Degree or equivalent qualification or equivalent proven knowledge, skills or abilities	✓	
Relevant further professional development in understanding and delivery of cohesion, hate crime and Prevent initiatives		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Strong understanding of extremism, radicalisation, social cohesion and hate crime.	✓	
Working knowledge of relevant government legislation, guidance and procedures relating to community cohesion, tensions monitoring, Hate crime and Prevent Duty	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Extensive experience in multi-agency partnership working across public, voluntary and community sectors.	✓	
Experience of evaluating, monitoring and improving service delivery.		✓
Experience delivering presentations, training, and workshops to varied audiences.		✓
Experience of working with communities to develop community led programmes	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓

Skilled in working with multicultural and multi-faith communities with high levels of cultural competency.	✓	
Strong communication, mediation and negotiation abilities to manage complex issues sensitively.	✓	
Skilled in capturing and analysing data and information to inform service delivery and response.	✓	
Strong organisational skills and ability to coordinate multiple programmes simultaneously.	✓	
Excellent ICT skills and the ability to learn new systems as required		✓
Ability to work on own initiative and as part of a support team.	✓	
Ability to work flexibly to meet the needs of the service - post holder will be required to travel around the borough and work remotely/evening/ weekends as required	✓	
5.Competencies		
Respect -Demonstrates a strong commitment to putting residents first by delivering excellent customer service, fostering inclusion and diversity, representing the council positively, supporting team wellbeing, and guiding others through change.		
Collaborative -Encourages the use of resident feedback to enhance team performance and customer satisfaction. Builds strong relationships and promotes collaborative working across teams. Supports the growth and development of others by providing opportunities for learning.		
Efficient - This section highlights key competencies for effective service delivery, including the use of resident feedback to enhance customer satisfaction, setting and monitoring team objectives, managing budgets efficiently, identifying and implementing service improvements and maintaining a solution focused approach that encourages learning from mistakes.		
Integrity - Demonstrates an understanding of local government, including democratic and political decision-making, and applies decisions appropriately. Proactively enhances management and leadership skills, while exhibiting emotional intelligence and embodying the Council's values.		
Open and honest -Demonstrates accountability and clear communication, fosters a culture of openness and learning from mistakes, and effectively supports others through change and service improvements.		

Our values**Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.

Appendix 1

Organisational Chart

