

JOB DESCRIPTION

Job Title	Policy & Equalities Officer
Position Number(s)	TBC
Department	Housing Management
Section or Service	Policy & Performance
Salary	£36,000 to £48,600
Hours	36 hours per week - Monday to Friday

DESIGNATION:

Responsible to:	Policy & Performance Manager
Employees directly supervised (if applicable):	N/A

1. JOB PURPOSE:

- To ensure the Housing Management directorate (the directorate) has a robust and up to date policy framework for all areas of its operation
- To act as the directorate's Subject Matter Expert on policy formation and equality, diversity and inclusion
- To implement and oversee the strategy and infrastructure for the directorate's response to its equality, diversity and inclusion duties.

2. DESCRIPTION OF DUTIES:

POLICY

- Maintain an up to date register of all directorate strategies, policies and procedures: to include their owners, details of Equality Impact Assessments (EqIAs) and dates for review
- Work closely with officers across the directorate to ensure appropriate strategies, policies and procedures are in place for all areas of activity
- Carry out EqIAs for all strategies, policies and procedures to ensure no direct or indirect discrimination against the customer groups protected under the Equality Act 2010
- Co-ordinate the development and regular reviews of directorate policies and procedures, ensuring that the appropriate teams and customers are consulted on any changes, and legislative updates and best practice are incorporated
- Lead on the research and benchmarking of the directorate's approach to its services to feed into the formation of policy
- Regularly review customer feedback to identify any procedural changes required to improve service delivery
- Produce regular briefings for the directorate and Housing Management Team on policy developments and legislative/regulatory changes
- Lead on the development and updating of equality and diversity policies and guidance, ensuring all associated legal requirements are reflected in the directorate's policies.

EQUALITY, DIVERSITY & INCLUSION

- Collate and analyse statistics and other relevant data relating to equality, diversity and inclusion (EDI) issues, and make recommendations on how to address any gaps i.e. the collection of customer insight data.
- Prepare all reports needed to manage/monitor the directorate's approach to EDI i.e. for the Housing Management Team, Scrutiny Committee.
- Develop an EDI action plan, setting objectives and targets for all service areas, and lead on implementation and delivery.
- Provide advice to the Housing Management Team on EDI, bringing potential risks to their attention as they arise.
- Respond to all queries regarding EDI issues from service users, stakeholders and colleagues.

- Lead on the organising of directorate events to celebrate difference, and act as the directorate's EDI representative at a corporate level and at external events.
- Recommend and lead on any external projects linked to EDI to be undertaken i.e. Stonewall Workplace Equality Index submission.
- Keep all colleagues updated on EDI matters, including external research in these areas, highlighting specific areas of interest to 'housing'.

CROSS-CUTTING

- Keep up to date with all legislation and best practice developments relevant to the directorate's activities, and ensure that these are reflected within its strategies, policies, procedures and approach to EDI.
- Produce/present reports relating to the post holder's areas of work for a range of audiences, including customers, ensuring all information is relevant and presented appropriately.
- Liaise with the Royal Borough of Kensington and Chelsea's Internal Audit Team to ensure that the directorate's arrangements for managing the policy framework and its approach to EDI are regularly reviewed within the audit programme.
- Facilitate and support to the directorate through the provision of advice, assistance and education/training in relation to policy and equalities principals and processes.
- To represent the directorate at external policy and equalities forums
- Ensure the Housing Management Team is kept updated on all policy and EDI issues affecting service delivery, the directorate and the 3rd parties working on its behalf
- Provide information to support and inform the directorate's annual Statement of Internal Control and Annual Report.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I agree to the above job description

Post Holder..... **Date**.....

Head of Service..... **Date**.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Policy & Equalities Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Essential qualifications/knowledge and experience: <ul style="list-style-type: none"> • Detailed knowledge of policy development, including the completion of Equality Impact Assessments • Relevant work experience, including practical knowledge of processes as they relate to Equalities legislation and policy formation • Ability to demonstrate extensive experience of developing a corporate approach to equality, diversity and inclusion • Able to make sound judgements and work with colleagues to identify and mitigate risks • Ability to communicate effectively with internal/external people at all levels, with excellent written communication skills

	<ul style="list-style-type: none"> • Ability to work independently with strong influencing skills • A good understanding of Equality, Diversity and Inclusion • Confidently able to provide advice to staff at all levels across the directorate • Able to maintain a high level of confidentiality and discretion, and deal with information with tact and understanding • Excellent written communication skills, including report writing for a range of audiences • Proficient in MS packages e.g. Word, Excel, Outlook, PowerPoint and SharePoint
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OUR VALUES	BEHAVIOURS	HOW RESIDENTS WILL FEEL
PUTTING COMMUNITIES FIRST We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient	<ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work • I will reflect the views of the communities in my daily work • I will improve the service I provide through seeking feedback from others 	<ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
RESPECT We listen to everyone and value the personal experiences of people in our communities and of each other We adopt a fair, and involving approach regardless of any way in which an individual is different to us	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves • I communicate in a way that is respectful, encourages involvement and meets people's needs 	<ul style="list-style-type: none"> • I feel my culture and background are respected • I have confidence that action is being taken • I feel I am treated fairly
INTEGRITY We act with openness, honesty, compassion, responsibility and humility. We let people know what we are doing and communicate why and how decisions have been made.	<ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others • I am honest and transparent about the decisions I take • I follow through on the actions I say I will take and take ownership for communicating the outcome 	<ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me • I feel my perspective is listened to and understood • I feel my views are valued
WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. We want to understand, learn from each other and continually adapt	<ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve • I seek out opportunities to learn from my colleagues and build on good practice 	<ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments • I find it easy to access the services that I need • I feel the Council is open to new ideas

