

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title	Community Engagement Officer (formerly Community Builder)		
Salary/Band	Band 3	Hours	37
Location	WFH	Position Type	Full Time
Contract type	Permanent	Career Graded Post	No
Politically Restricted Post	No		

Generic Responsibilities

- Acting corporately to support new innovation and creative opportunities in the delivery of the Council's services
- To work with colleagues within the Strategic Growth team as part of the 'one team' approach to meet corporate priorities.
- To work collaboratively with colleagues within and across teams to support and/or lead new initiatives to transform the delivery of the Council's services and ensures the long term financial stability of the Council.
- Ensure a positive and flexible approach to the variety of tasks within the role in order to meet customer and work demands.
- Operate as an effective and reliable team member to achieve own accountabilities and team objectives.
- Assist in the resolution of enquiries to ensure a customer focussed, high quality service is provided.

Task Specifics

The "task specifics" is the non-contractual element of your post and is a more detailed description of the day-to-day activities which will be reviewed in line with the appraisal process and can change when priorities change

Job Purpose

- To identify and build upon existing strengths and assets within Wyre Forest communities , using an asset based community development approach.
- To enable people in those communities to work together to build community resilience and develop positive activities for all, including those people who are often marginalised.
- To act as a catalyst through building relationships that enable people to act together for the common good creating more resilient communities for the longer term.
- To support the residents and council in delivering the aspirations for Pride In Place project in Birchen Coppice

Service to Customers

- To support and work in partnership with the residents, statutory organisations, community leaders and Voluntary and Community Sector (VCS) to coordinate activity which builds community capacity using an Asset Based Community Development approach.
- To identify local organisations and residents in the community who want to adopt a strengths based approach to building hospitable and inclusive communities.
- To work with communities to identify and map resources and assets and enable their development and promotion. This will include organising regular consultation and engagement events during the lifetime of the project.
- To support local residents to transform ideas into action for the benefit of themselves and others, through Neighbourhood Forums, Neighbourhood Board and any other opportunities.

- To identify and encourage people who are natural connectors and natural leaders within the community that can share learning and support community asset mapping, engagement and development.
- To advocate for the community or underrepresented aspects of the community.
- To implement, promote and connect people to initiatives to improve quality of life including through health and wellbeing, opportunities for education, employment and training, help with cost of living and any other initiatives identified by the community for the community.
- To co-ordinate and deliver communications resources as required, including online, social media and the production and distribution of appropriate publicity materials.
- To provide information, advice, training and signposting services for groups and individuals seeking to develop community activities in the district.
- To be responsible for the collation, reporting and distribution of information relating to community development activities within the district.

Business Improvement / Planning Responsibility

- To improve and develop mechanisms / systems to collect and provide Key Performance Indicators to meet the overall targets.
- To produce on a regular basis update reports with agreed information and key performance indicators
- To support the Neighbourhood Board in the development of plans, actions and other relevant documents that shapes work in relation to the Pride in Place project.

Managing Resources (People, equipment, buildings)

- To develop, update and monitor IT systems to capture relevant data to meet internal and MHCLG requirements in conjunction with the Programme Manager and Project Officer.
- To establish systems to collect data and undertake evaluation of community based programmes and resources and report this as appropriate.
- To be responsible for the effective and efficient management of budgets, the necessary monitoring, and the resulting reporting of initiatives and support the Project Officer and Programme Manager in this endeavour.
- To work with the Neighbourhood Board to identify and be in a position to apply for funding to further support their activities and support changes to governance in conjunction with the Programme Manager and Project Officer.

Specific Knowledge and Skills required for this role:

Essential

- HNC or above qualification or A levels and with 5 GCSEs including Maths and English (A-C)
- Minimum of two years work related experience including working with communities and organisations
- Experience of working partnership with a wide range of individuals and organisations
- Experience of delivering training and support, particularly in relation to residents and communities
- Excellent Communication Skills: Ability to communicate clearly and effectively, both verbally and in writing, to assist customers and address their inquiries or concerns
- Capacity to understand customers' perspectives, demonstrate empathy, and remain patient, even in challenging situations, to provide exceptional service
- Problem-Solving Abilities: Proficiency in identifying and resolving customer issues or complaints efficiently and effectively, finding suitable solutions to meet their needs
- Interpersonal Skills: Capability to build rapport with customers, fostering positive relationships and ensuring a positive working environment

- **Organisational Skills:** Ability to organise and prioritise tasks effectively, manage time efficiently, and maintain a structured workflow to meet deadlines and achieve objectives
- **Communication Skills:** Strong verbal and written communication skills to interact professionally with colleagues, customers, and other stakeholders, as well as the ability to listen actively and convey information clearly.
- **Conflict Resolution:** Proficiency in resolving conflicts and disputes with motorists or members of the public in a calm and diplomatic manner, de-escalating tense situations and maintaining composure under pressure.
- **Time Management:** Ability to prioritise tasks and manage time effectively to handle multiple tasks promptly and efficiently
- **Technology Proficiency:** Competence in using office software applications such as word processing, spreadsheets, email and other in-house systems.
- **Data Management and Reporting:** Skill in collecting, analysing, and reporting data
- **Teamwork and Collaboration:** Ability to work well as part of a team, collaborate with colleagues from diverse backgrounds, and contribute positively to a cooperative work environment
- **Adaptability:** Flexibility to adapt to changing priorities, tasks, and responsibilities in a dynamic office environment, demonstrating resilience and a willingness to learn new skills.
- **Attention to Detail:** Keen attention to detail to ensure accurate documentation of information, minimising errors and discrepancies.
- **Knowledge of asset based community development and other community engagement techniques**
- **Project Management:** Proficiency in project management principles and practices to oversee department related projects, ensuring timely and cost-effective execution
- **Physical Fitness:** Physical fitness and mobility to withstand moderate periods of standing or walking

Desirable

- Training or Qualification in community participation and engagement

Education	Essential	Desirable	GCSE Level or Equivalent including Maths and English A Level or Equivalent Degree Level or Equivalent Other relevant qualification specific to the role (detailed in key skills)
	X		
	X		
		X	
		X	
Driving Licence	Essential	Desirable	Full UK Driving Licence Class 2 LGC Licence
	X		
DBS requirements		Not required for post	
		Basic	
	X	Enhanced Adults	
		Enhanced Adults and Children	
Additional Special Requirements	Business Mileage It is desirable that the post holder provides an appropriate means of transport for use in connection with the duties of this post. Recompense will be at the rate as agreed by the Council. You may, therefore, from time to time be required to provide suitable vehicle and your car insurance should cover you for business use. DBS checks (include the appropriate statement that is applicable to the role) Disclosure Clearances – Basic Appointment to this post is subject to satisfactory clearance of a basic disclosure check (Disclosure & Barring Services (DBS)) under the Police Act 1997. Such checks are required for any post holder who will require access to systems containing sensitive data. You are required to notify the HR Team if you are subsequently arrested, or are being investigated, which would have an impact on your ability to continue to be employed within the role. Physical Exertion and Mobility This job includes duties that may require an element of physical exertion and mobility on an occasional or frequent basis.		
Health and Safety	To monitor and comply with Health and Safety of tasks and projects		

(standard info not to be changed)	- To assist with and undertake risk assessments, method statements, standard operating procedures. - As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. You are also required to comply with the Council's Health and Safety Policies and take reasonable care for the health and safety of yourself and of others
Values and Behaviour (standard info not to be changed)	Work to the Council's Values and associated Behaviours. We are Working Together - We are one team, all working towards the Council's vision for the district We are Fair - We treat people fairly, we are inclusive and embrace our differences We are Dependable - We do what we say we are going to do, you can trust us to deliver on our promises We put Communities first - We listen, we set targets for ourselves and the services we deliver
Corporate Accountabilities (standard info not to be changed)	Equality, Diversity, and Inclusion - Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively. Health and Safety - To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate. Information security and governance - Manage information in line with the Council's policies, procedures, and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance. - Cyber Security Awareness Safeguarding - Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.