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| JOB ROLE PROFILE AND PERSON SPECIFICATION |

Post Title and Number: Community Engagement Officer

Present Grade: Scale 6

Dept: Parks, Leisure, and Culture

Service/Section/Team: Parks, Open Spaces and Bereavement

Reports to (title): Parks Business and Development Manager

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| Purpose of the Role: |

Parks, Open Spaces and Bereavement service is part of the Environment and Communities department, under the responsibility of the Director – Parks, Leisure, and Culture. It provides Enfield with the operational capacity to manage the Council’s blue and green assets. The Parks, Open Spaces and bereavement team also support the voluntary groups linked to the spaces.

There are currently 33 friends of groups linked to the boroughs blue and green spaces, performing various activities, from maintenance within the parks, managing events and securing external funding for park improvements.

The groups vary in quantity of volunteers and hours of participation. They contribute to the borough

As a member of Parks, Open Spaces and Bereavement team, you will be supported in the management of the volunteer groups

The role will: -

1. Manage, lead, and support all the volunteer groups linked to the boroughs Parks and Open Spaces.
2. Provide guidance and secure external funding opportunities which support improvements and interest to the boroughs, Parks, and Open Spaces
3. Manage events and event schedules to support delivery on action plans and objectives for the volunteer groups. Utilising Council resource and expertise on projects and work days linked to the volunteer groups.

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| Dimensions including Structure Chart: |

1. Annual budgetary amount of £30K internal funding opportunity, however role is responsible for securing individual funding bids of up to £250K
2. Structure Chart:
3. Number of direct reports:

Nil direct reports, however responsible for the supervision of the 30+ volunteer groups

1. Nature of reporting relationship between post holder and line manager:

Reports directly to the Parks Business and Development Manager and is required to manage workload effectively and to meet outcomes with minimal direct management input.

1. Any other relevant statistics:

The postholder will be required to respond quickly and effectively to frequently changing circumstances and to manage conflicting priorities across the team. The postholder be able to work as part of a multi-disciplinary team and be able to prioritise workloads as well as be adaptable to change.

The postholder must be able to travel to sites and be physically able to undertake and manage work on sites outside of the office.

The post holder may be required to work alone, make decisions under pressure and to deal with any potential conflicts that may arise.

The postholder will be required to be work flexibly, occasionally working outside normal working hours to respond to work demands.

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| Key Accountabilities: |

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| **Accountabilities** | **Anticipated level of time**  **H = High**  **M = Medium**  **L = low** |
| Actively support and supervise volunteer groups linked to the Parks and Open Spaces.  Taking full control and ownership for the volunteer groups, fostering a relationship which offers transparent communications, provides constructive support and guidance.  Acting as the main point of contact for the groups, to ensure that their enquiries and communications are managed effectively. Allowing for excellent relationship management and reducing officer resource and duplication in communication. | H |
| Perform monthly meetings with volunteer groups, providing opportunity to discuss current locally focussed points, future aims and build action plans linked to the space they participate in.  Working with colleagues in the Council to achieve and progress the action plan positively and within budget parameters. Demonstrating a supportive and proactive approach to task.  Manage expectations of the volunteer groups and ensure that objectives outlined within the action plan are realistic for all involved. | H |
| Lead at quarterly ACM meetings, ensuring that guest speakers and content of updates are relevant, strategic and offer opportunity and growth for the groups.  Prepare documents and information in advance of ACM, allowing for required circulation period. | H |
| Support volunteer groups with applications for funding, actively supporting the group to create confidence and a suite of documents to simplify the application process.  Ensure that all funding application is supported with the required governance, and necessary reports of decision are generated, aligning to organisational requirements.  Support groups in the recruitment of further volunteers, assisting with the removal of barriers in relation to participation within the groups, utilising both internal and external parties to support the growth of volunteers. | H |
| Actively create a schedule of activity days for the volunteer groups and colleagues within the parks, open spaces, and bereavement service. Ensuring that all involved are aware of the common purpose and the required equipment, safety controls and resource is organised in advance.  Publicising and encouraging participation within and outside of the Council  Optimise resource from the Parks, Open Spaces and Bereavement service, to achieve task completion and promote a collaborative relationship between the group and the organisation.  Selecting activities which offer benefit to the groups, the space, and the service, and are linked to the seasonality of the schedule. | H |
| Ensure all health and safety controls are in place, reviewed and relevant for the activities undertaken by the groups. Provide guidance and support in relation to the Health and Safety controls and engage with corporate Health and Safety subject matter experts, to validate control and methodology.  Communicate and update any changes in legislation and ensure that groups understand associated responsibilities. | H |
| Participate in site meetings with groups and other parties, representing the organisation and the service.  Take responsibilities for any actions linked to the space and the organisation, and ensure that they are completed within the agreed timelines | H |
| Act as leading officer for the service on projects being undertaken by the groups. Providing support and an access to specialists within the organisation.  Ensuring that the projects align with corporate objectives, do not impact negatively, have been provided permission and governance prior to commencement and create no revenue pressures for the organisation. | H |
| Actively showcase works and contributions provided by the volunteer groups. Utilising the Council communications teams and other suitable platforms to celebrate works and the associated recognition. | H |
| Actively work with other Council officers and services, to seek out opportunities for the volunteer groups, that support their function and increase their network. | M |
| Take ownership of any corporate change which may impact on the volunteer group, ensuring that the change is communicated clearly and offer support should it be required to the group | M |
| Collate and accurately record hours of contribution provided by the volunteer groups. | M |
| Promote and ensure that the partnership agreement between the volunteer group and the council is used as an active document | M |
| Participate in service meetings and any required training linked to role and responsibility | M |

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| Key Relationships (Internal and External): |

Internal:

Business and Development manager

Business and development team

Operations managers

Supervisors

Key managers

Front-Line team members

staff within all departments.

Cabinet members

Ward councillors.

External:

General Public

Voluntary and community groups (Friends of Parks groups)

Professional and specialist external bodies, contractors, and consultants.

External funding providers

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| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;

2. Following safety rules and procedures;

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

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| Information Security: |

To protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

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| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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| PERSON SPECIFICATION |

**Job Title: Community Engagement officer Scale: SCALE 6**

**Department: Parks, Leisure, and Culture** **Team: Parks, Open Spaces and Bereavement**

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| **KNOWLEDGE, SKILLS & ABILITIES** | **HOW TESTED**  Application – A  Test – T  Interview – I |
| **Job Specifics – Skills, Experience, Knowledge, Behaviours**  **Essential:**   1. **Experience of working with volunteer groups within a political and public facing environment** 2. **Ability to build positive relationships with community groups and develop trust** 3. **Experience in managing minor projects to achieve the agreed scope.** 4. **Ability to develop cross functional relationships to deliver objectives** 5. **Skills in successfully gaining external funding to support communities and community projects** 6. **Good working knowledge of IT systems, including MS Office, data bases and other relevant software packages.** | **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I** |
| **Behaviours**  Appropriate behaviours are key to the delivery of our vision for Enfield.  We want staff who will work collaboratively, flexibly, and constructively, and exhibit this ethos in all their dealings with residents, colleagues, and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels.    **Takes Responsibility**  We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.  **Is Open, Honest and Respectful**  We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.  **Actively Listening and Learning**  We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.  **Working Together to find solutions**  We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.  **Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.** |  |
| **Competencies:**  **Candidates: Please ensure you address these competencies in your responses to the essential and desirable (if applicable criteria above).**  **1. Leads and Inspires Teams 4. Self-Aware and Resilient**  **2. Delivers Service Performance 5. Confident and Courageous**  **3. Drives Performance 6. Understands and Works Effectively Within the Political Context** | **A/I** |
| **Qualifications & Professional registration criteria**  **Candidates: Please ensure you address these qualifications in your responses to the essential criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.**  **1. Hold a relevant qualification in people management, and / or voluntary sector works** | **A** |
| **Special requirements**  **Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.**  **1. Hold a clean driving licence** | **A/I** |