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**Community Engagement Officer**

Job pack

**£25,979 pro rata**

**Part time (22 hours per week)**

Thanks for your interest in working at Citizens Advice Copeland. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* Our values
* 3  things you should know about us
* The role profile and personal specification

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact us on 01946 693321 or email advice@cacopeland.org |

** Our values**

**We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**

**We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

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| **https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP** | **3 things you should know about us** |

**1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.

**3. We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

**Role profile**

This is a new, evolving opportunity within Citizens Advice Copeland and a great opportunity to help shape our community-based services across West Cumbria and to promote the Citizens Advice service.

As the Community Engagement Officer you will be responsible for developing community links across West Cumbria. You will deliver financial wellbeing sessions to a diverse range of people and organisations including schools, local employers and community groups.

The postholder will be a dedicated, flexible and stakeholder focused individual who is able to work independently, with minimal supervision, and enjoys working with a wide range of communities and groups across a number of venues. You will have excellent communication skills, including how to overcome barriers and how to convey information in a clear straightforward manner.

The primary responsibilities will cover the following areas:

* Delivering financial wellbeing sessions to groups and organisations and attending community & stakeholder engagement events
* Set up and attend sessions within the community
* Monitor and report local engagement and advice trends via qualitative and quantitative reporting, as required

The hours of work will vary, depending on the needs of the role. With advance notice, there may be evening and weekend work. The post-holder is expected to work flexibly.

This is primarily a community-based role working across the former Boroughs of Allerdale and Copeland, with some in-office/ home working.

Travel expenses are claimable.

Strong communication and interpersonal skills are vital. You will be self-motivated and have the ability to contribute positively whilst having a flexible approach to service delivery.

At Citizens Advice Copeland , we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racially minoritised communities.

**Key accountabilities Key elements & tasks**

**Community Engagement & Development Activities**

* Deliver a professional, welcoming and approachable service within the community, leading on proactive engagement with diverse communities and groups
* Lead on the development of new community engagement activities. This will primarily focus on our work within schools, educational settings and local employers. We will target areas of most need ensuring our community delivery has maximum reach
* Build a working knowledge of local and national resources, including services and activities that are relevant to the various client groups and ensure clients are aware of the services that are appropriate for them.

**Proactively contribute to promotional & awareness raising campaigns**

* Delivery of awareness raising/ community training sessions on identification of urgent issues, how to refer for specialist support
* Actively support the development of key messages to different audiences, communicating both internally and externally, including the development of promotional material and information

**Administration**

* Accurately record all elements of community engagement on relevant case management systems/ agreed pro-forma in line with quality and organisational policies, procedures and practices
* Gather and collate information on the needs and interests of the community through a variety of methods and techniques
* Effectively use systems in place to manage emails, calendars, chat platforms and any other required systems and services
* Provide qualitative and quantitative reports as required, suitable for both internal and external audiences
* Maintain confidentiality at all times, in line with statutory requirements and Citizens Advice Copeland policies

**Teamwork**

* Be an active member of the wider team, acting and supporting colleagues in a collaborative way, while working with minimal supervision, including any paid/ unpaid team members who are the delivery of community engagement work
* Work flexibly, ensuring the evolving needs of the role and

service are met

**Service Development**

* To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary
* Participate in local networks and partnerships with relevant organisations from all sectors, and to attend relevant meetings
* Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
* Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role

**Other duties and responsibilities**

* Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
* Present a professional appearance and act at all times to uphold the good reputation of Citizens Advice
* To comply with all published organisational policies and procedures, including supervision, appraisal and reviews
* Identify and report evidence to support social policy campaigns
* Work flexibly to undertake such other reasonable duties and responsibilities

Please note that this job description does not constitute a ‘term and condition of

employment’. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

The Citizens Advice Service is a fast-moving organisation and therefore an employee’s duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.

**Person specification**

* Experience of working within an advice and information organisation within the third/ charity sector (desirable)
* Experience of flexible working according to business demand
* Experience of working towards targets
* Experience of communicating effectively, both orally and in writing, with a wide range of people/ audiences through 1:1 and group settings

**Knowledge**

* An understanding of professional boundaries and the issues surrounding

confidentiality, data protection and information assurance

**Skills and Abilities**

* Excellent time management skills, balancing competing priorities
* Strong attention to detail and a high level of accuracy
* Experience of and an ability to deal with stakeholders in a calm, respectful and effective manner
* Ability to demonstrate professionalism in person and on the telephone at all times
* Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met
* Effective written and verbal communication skills, including the ability to deal

appropriately with a range of people via face-to-face, telephone and digital

communication methods

* The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners

**Additional Factors**

* Ability and willingness to work as part of a team and a commitment to collective team responsibility
* Understanding of, and commitment to, the aims and principles of the Citizens Service

in which equality and diversity is embedded throughout

* Ability to use cloud based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic diary/diaries), and the ability to use or learn to us-e other packages as necessary