

Frome Town Council  
Job description  
Community Engagement Officer

Salary: SCP 15 – 18 (£25,878 – £27,344) (2023 pay award pending)

Hours of work: Part time, 4 days a week. Monday to Friday - including some occasional evening and weekend work and work on Bank Holidays

Leave Entitlement: 25 days per annum plus public holidays (inclusive of 2 extra statutory days) pro rata for part time

Responsible to: Engagement Lead

This post requires a satisfactory DBS check

Frome Town Council is an ambitious, pro-active Council and works on a wide array of projects. The Community Project Officer will deliver and support a range of projects to support the delivery of FTC's work programme, focusing on community engagement activity. The role is to foster the power and capacity of local communities ultimately resulting in residents and communities being enabled to help themselves.

The postholder will be expected to work both strategically and operationally. Success will be measured by the extent to which the postholder has enabled these projects to meet their strategic objectives. The ability to use initiative, motivation, and determination to make things happen and have enthusiasm for community-based support and engagement is an important part of this role.

#### Main Responsibilities & Key Tasks

The Community Engagement Officer will plan, co-ordinate and take a lead in implementing an innovative programme of action and will:

1. Work with a strengths-based and participatory approach  
[www.nurtureddevelopment.org/asset-based-community-development/](http://www.nurtureddevelopment.org/asset-based-community-development/)
2. Work in partnership with local people, community groups, other councils, schools, and public agencies to deliver community projects that will contribute to a more environmentally and socially sustainable, resilient community.
3. Use innovative and wide-reaching engagement methods and excellent project planning to achieve effective community outcomes  
[www.communityplaces.info/sites/default/files/Community%20Places%20-%20Guide%20to%20Engagement%20Methods%20%282022%29.pdf](http://www.communityplaces.info/sites/default/files/Community%20Places%20-%20Guide%20to%20Engagement%20Methods%20%282022%29.pdf)
4. Enable, and sometimes lead, projects and monitor, evaluate and report on their progress.
5. Support colleagues to embed an engagement framework and participatory approach to projects across our areas of work.
6. Carry out analytical surveys, research, and consultations in order to understand

- local community needs better and to present timely and convincing evidence to other organisations and funders.
7. Build a level of understanding of the Local Community Network area to enable stronger networking and collaboration opportunities.
  8. Network with key community organisations and other partners so that they are enabled to work together, to ensure their voices are heard and to assist them in fulfilling their core objectives.
  9. Support community organisations to secure additional external funding or training where needed, working in partnership with the Council and commissioning expertise when appropriate.
  10. Work with colleagues to develop a communications strategy using appropriate social media platforms to promote engagement activity.
  11. Support the delivery of a range of community and engagement projects across FTC's work programme, in partnership with other teams.

## General

The responsibility for the smooth running of the Council is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you will be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

A flexible approach to working evenings and weekends is required, although this will always be with as much notice as possible. Likewise, some Bank Holidays.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork, providing assistance to others in covering holiday periods, sickness, and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within the Town Council as outlined in the NJC Pay & Conditions of Service and Council's Constitutional Policies.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Person specification  
Community Engagement Officer

Knowledge and skills - essential

- Knowledge of voluntary, community, and/or statutory sectors in the UK.
- Knowledge of health, social care, housing, advice, and community work.
- Knowledge of engagement techniques.
- Ability to manage projects from planning through to completion stages by use of project management methodology.
- Strong communication and negotiation skills.
- Ability to develop good working relationships.
- An ability to manage time and prioritise workload in order to be able to deal with tasks swiftly and effectively.
- A professional and courteous manner
- A flexible approach to working weekends and evenings to coincide with events or meetings.
- Ability to use initiative and to be self-motivated.
- Decisive, logical thinking with creative problem-solving ability.
- Hands on and practical approach.

Experience – essential

- Experience of working as part of a team.
- Experience of analysing data and producing clear and precise reports.
- Experience of working in a community-led environment.

Experience – desirable

- Experience of organising and managing events, at any scale.
- Experience of working with schools, community organisations and other partners.
- Experience of co-designing projects and working in a participative way, especially developing community plans.
- Experience in establishing and developing innovative programmes or services.