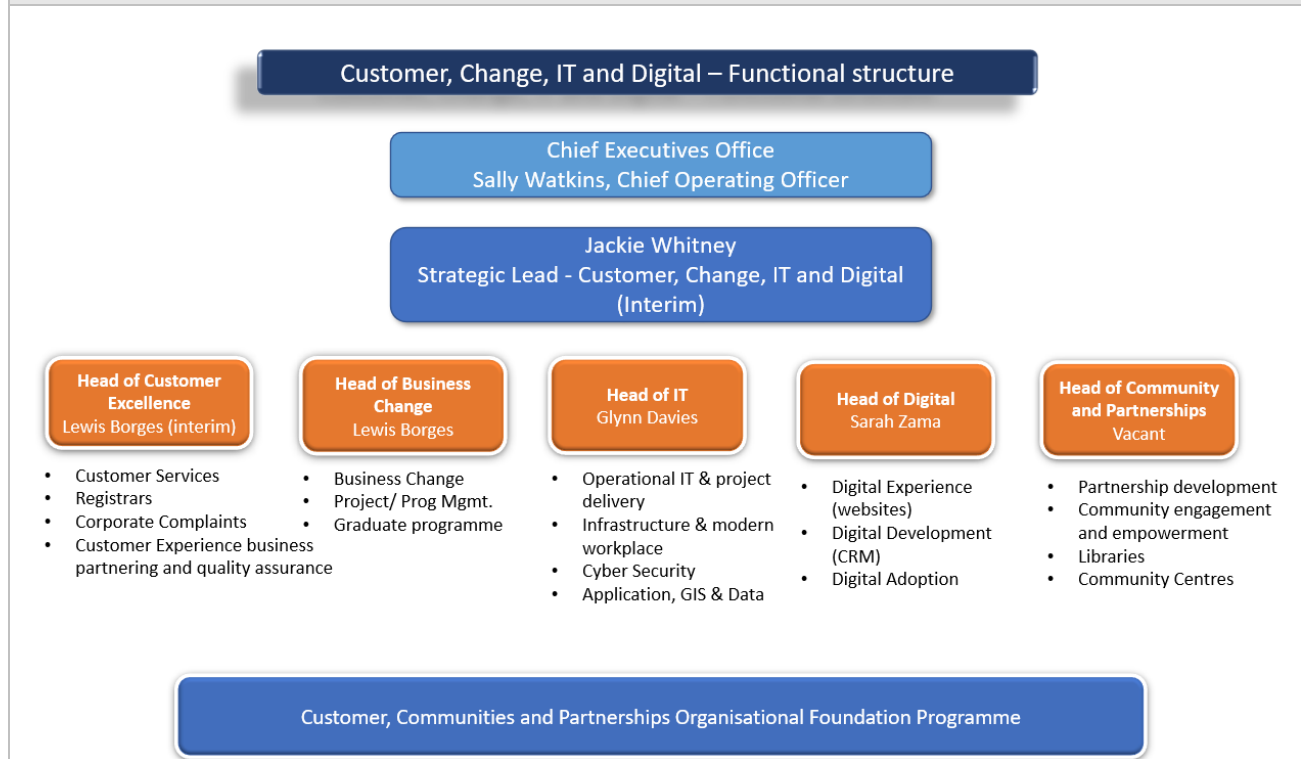
 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
Job Title	Community Engagement and Intelligence Officer		
Service	Customer, Change, Digital and IT	Team	Community and Partnerships
Location	Community Based various locations		
Reports to	Team Manager		
Responsible for	N/A		
Grade	Type of position:		Date
Grade 6	Full Time/ Permanent		June 2023
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<p style="text-align: center;"><b><u>Service Purpose</u></b></p>			
<p>Community engagement and partnerships facilitates the relationship between our organisation, our partners and our surrounding community. This involves working with people and groups in local areas to promote and support engagement and access to a wide range of commissioned and noncommissioned services within the borough.</p> <p>The service supports delivery of key strategic objectives such as the Health and Wellbeing Strategy, the Customer Communities and Partnership Programme, Tackling Poverty Strategy an wider Public Health approaches.</p> <p>The service supports various projects locally aiming to strengthen our social fabric whilst fostering a sense of local pride, inclusion and belonging. This is achieved through provision of services and activities that meet identified need within our community, enhances physical, cultural and social ties and give access to local amenities, services and community-led projects.</p>			
<p style="text-align: center;"><b><u>Purpose of the role</u></b></p>			
<p>To develop community involvement and engagement initiatives within the borough, building capacity within communities to enable local representation generally, and to ensure that the needs of a diverse community are identified and met.</p> <p>This could be via various methods such as forums to promote resident participation and gain insight, with a focus on promoting the voice of the seldom heard, whilst recognising embracing and responding to the diverse needs of our residents and communities.</p>			

<b><u>Main Accountabilities</u></b>	
1	To coordinate and support the delivery of consultations across the Borough to inform strategic priorities of the council, promoting resident participation and engagement.
2	Maintain and develop an understanding of key issues effecting and impacting residents, and promote those views via the support and development of formal and informal networks to ensure we enable residents to participate in shaping and delivering the Borough Vision for the future.
3	Identify, report and overcome barriers experienced by our residents which create disadvantages. Deal sensitively and responsively with all residents showing an awareness of a range of needs of vulnerable and disadvantaged residents.
4	Seek opportunities to identify community initiatives and local schemes which enhance and embrace the principles of making the borough a healthy and happy place to live and work and prosper. Be responsible for the promotion and development of such opportunities in line with the councils wider agenda.
5	Manage data collection and adhere to reporting requirements against council priorities and in in line with the service objectives.
6	Support development, delivery, and evaluation of all areas of community development work including delivery/support of events, resident involvement initiatives at a very local level within our neighborhoods and estates.
7	Make links with other key stakeholders seeking opportunities for residents to engage and participate to influence future priorities and direction for their services.
8	Develop and maintain links with various key stakeholders such as the Voluntary and Community Sector, Community Safety Partnership (and others). This is to support, promote and seek opportunities to empower our communities in the delivery, and response to, emerging and existing community needs at a very local and borough wide level.
9	Ensure adherence to policies, strategies and guidelines, whilst monitoring the effectiveness of these for our residents.
10	Provide training and support to enable residents to engage. Build capacity within communities ensuring an enabling approach to seldom heard community groups and members.
<b>Supervision Received</b>	<p>You will receive regular supervision via the team manager in line with WBC policy and procedures.</p> <p>Additional supervision/support will be facilitated as required in terms of group supervision or more specialist supervision/support requirements such as undertaking specific research initiatives and/or focus group activity.</p>
<b>Supervision Given</b>	The post holder requires no direct supervision responsibilities.
<b>Contacts &amp; Working Relationships</b>	<ul style="list-style-type: none"> <li>Internal cross departmental</li> </ul>

	<ul style="list-style-type: none"> <li>• Voluntary and community groups</li> <li>• Towns and Parish Councils</li> <li>• Key stakeholders and partners</li> <li>• Residents</li> <li>• Members</li> </ul> <p>Support on delivery and design of our community-based offer against the community engagement service plan.</p>
<b>Management of resources or budget</b>	No direct budget responsibilities
<b>Special Factors</b>	<p><i>Enhanced DBS check required</i></p> <p><i>Flexible working hours will be required due to the nature of the role, this will be agreed in advance of events and normal recompense outside of usual working hours applied-time in leu or overtime payment.</i></p>

### Organisation Chart



### Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Evidence of continuous professional development.	x	
<b>Technical Skills</b>	<b>Essential</b>	<b>Desirable</b>
Ability to analyse and report on the success of engagement activity and locally delivered initiatives.	x	
Ability to maintain digital records in line with the councils policy and procedures.	x	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge and commitment around promoting equality, diversity and inclusion.	x	
Excellent interpersonal skills with the ability to interact and build trusting relationships with a range of different people and organisations.	x	
Ability to work to agreed timescales and work flexibly to support planning and delivery of a range of different activities.	x	
Good working knowledge of local demographics and geographics, stakeholders and working with the community and voluntary sector.	x	
Sound understanding of roles and responsibility to promote the safeguarding of adults and children.	x	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Working effectively, flexibly and collaboratively with different key stakeholders	x	
Developing, delivering and evaluating community development work, including managing events, resident engagement initiatives	x	

Approaches of building capacity within communities at a very local level, enabling resident representation, and ensuring seldom heard and minority groups are represented.		x
Encouraging and enabling community representatives to participate in a range of consultation forums.	x	
Managing conflicting priorities and views in a confident, sensitive and supporting manner.	x	
Ability to work independently and part of team.	x	
Completed by:		Date: