



# Community Engagement Officer (Health Learning and Work) – Job Description Enhanced DBS Check: Yes No

<b>Role Reports to:</b> Project Co-ordinator	<b>Location:</b> Poynters House, Poynters Road, Dunstable
<b>Salary:</b> £24,657pa	<b>Annual Leave:</b> 32 days including public holidays
<b>Contract:</b> Fixed Term June 2021	<b>Hours:</b> 37 hours

**Role Purpose:**  
 You will work solely on the BBO Support into Employment programme and will promote and market this service. The BBO project is funded by National Lottery Community Fund and the European Social Fund. This role will focus on meeting set recruitment targets by working with local community groups and signing up new participants to the Support into Employment programme.

Accountabilities	Performance Indicators	Knowledge, Skills & Experience
<p><b>Community Engagement</b></p> <ul style="list-style-type: none"> <li>• Provide a point of liaison to internal and external stakeholders</li> <li>• Work closely with Jobcentre Plus and other referral organisations</li> <li>• Liaise with local community groups</li> <li>• Attend local events and fairs</li> <li>• Provide group presentations to stakeholders and local groups</li> <li>• Develop and maintain relationships with local organisations</li> <li>• Ensure marketing collateral is distributed</li> <li>• Develop key contacts</li> <li>• Arrange information sessions/coffee mornings</li> <li>• Attend neighbourhood meetings</li> <li>• Liaise with community and neighbourhood officers</li> </ul> <p><b>Participant Focussed</b></p> <ul style="list-style-type: none"> <li>• Engage participants onto programme</li> <li>• Ensure successful transition from referral to starting on the programme</li> <li>• Provide information, advice and guidance sessions with potential participants</li> <li>• To deliver programme induction with participants</li> <li>• To deliver group sessions and 121 support</li> <li>• Complete any relevant documentation</li> </ul> <p><b>Data Management</b></p> <ul style="list-style-type: none"> <li>• Produce and maintain hard copy and electronic records</li> <li>• Adhere to Data Protection, Data Retention and Freedom of Information requirements.</li> </ul>	<p>Maintain contact records and spreadsheets            Grow community and stakeholder links            Complete Monthly Outreach Reports            Maintain CRM records</p> <p>Analysis of information to ensure quality and key performance indicators are met.            Monitor targets vs actuals profiles            Complete the relevant documentation to specified standards</p> <p>Maintain hard copy and electronic records</p>	<p><b>Qualifications</b>  <b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Maths and English at level 3 or equivalent</li> </ul> <p><b>Skills</b>  <b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal and written skills</li> <li>• The ability to communicate appropriately at all levels with participants, agencies and employers</li> <li>• Ability to prioritise own workload</li> <li>• Excellent IT skills (Word, Excel, PowerPoint)</li> <li>• Experience in engagement, sales, or marketing</li> <li>• Excellent organisational and record keeping skills</li> <li>• Ability to work to set deadlines and key performance indicators</li> </ul> <p><b>Experience</b>  <b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Experience in engagement, sales, or marketing</li> <li>• Excellent organisational and record keeping skills</li> <li>• Ability to work to set deadlines and key performance indicators</li> <li>• Able to maintain records for funders, auditors, and The Disability Resource Centre</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience of working with participants who are facing barriers to work or learning</li> <li>• Experience of working in the charitable, voluntary or community sector.</li> <li>• Experience of working on funded programmes</li> </ul>

