

Community Engagement Co-ordinator Job Pack

Are you passionate about working in the local community and building alliances? Join our friendly, close-knit team and drive the development of our community engagement work.

In this pack you'll find:

- The advert, role profile and personal specification
- Overview of Citizens Advice East Herts
- Background to community engagement

Want to chat about this role?

If you want to chat about the role further, you can contact Laura Hyde, Chief Executive by emailing hydel@citizensadviceeastherts.org.uk or phoning 01920 459931

The Advertisement

Are you passionate about working in the local community and building alliances? Join our friendly, close-knit team and drive the development of our community engagement work.

Community Engagement Co-ordinator

£24,579 FTE (salary for 22.5 hours £14,947).

Part time, 22.5 hours per week. Very occasional evening work required.

Flexible working considered.

Fixed term 1 year with an extension subject to funding.

Hybrid working (75% working in physical locations across East Herts, 25% working from home).

About us

Citizens Advice East Herts provide free, confidential and impartial advice on any subject. We are an independent, local charity and a member of the Citizens Advice network. Last year we helped nearly 9,000 people.

This is a great time to join our organisation. Our new strategic plan focuses on ensuring that clients can easily access our advice service; that we have sufficient skilled advisers to help clients with their advice issues; and that we actively reach out to people whose problems cannot be solved by phone or digital advice.

About the role

We have been running a community engagement project since April 2021 with the aim of raising awareness of advice services and ensuring our service is inclusive.

The recruitment of the Community Engagement Co-ordinator gives us the opportunity to review our progress to date; to consolidate and learn and to expand and grow.

Our ideal candidate will have experience of previous community, communication, or project management work, however having excellent communication and interpersonal skills are more important. Additionally, having good IT skills, being able to plan own workload, and co-ordinate the wider community engagement project are all key to the success of this role.

Citizens Advice values diversity, promotes equality and challenges discrimination. We

encourage and welcome applications from people of all background particularly from men, disabled people and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce.

Benefits

We offer our people as much flexibility and autonomy as possible; we all work in a hybrid way which includes working from home alongside travel to community locations in East Hertfordshire as required. For this role, access to a car is essential.

How to Apply

Please visit our [website](#) for more information on what we do and how to apply.

If you want to chat about the role further, you can contact Laura Hyde, Chief Executive by emailing hydel@citizensadviceeastherts.org.uk or phoning 01920 459931

Application deadline: 27 April 2022

Interviews: 5 May 2022

<https://citizensadviceeastherts.org.uk/paid-staff-vacancies/>

The Role

Job title	Community Engagement Co-ordinator
Reporting to	Head of Communications and Fundraising
Responsible for	Community Engagement volunteers
Location	Hybrid working (75% working in physical locations across East Herts, 25% working from home)
Hours	22.5 hours per week
Contract	Fixed Term 1 year
Role purpose	Co-ordinate our community engagement work, proactively engaging with local community partners and promoting our advice services to stakeholders

Specific Tasks

Area of work	Key elements / tasks	% of time
Information Hubs	Co-ordinate the Information Hubs (currently located in Bishop's Stortford and Hertford). Manage the room bookings, rota and materials	20%
	Attend Information Hubs as the rota requires	
	Expand the number of Information Hubs when resources allow	
	Recruit, support and co-ordinate a team of community engagement volunteers	
Community Relationships	Build and maintain alliances and relationships with community organisations to provide tailored engagement. Make regular contact and visits to individual partners and attend appropriate liaison meetings	20%
	Champion the use of 'East Herts Frontline' and encourage partners to use it to make referrals	
	Maintain our stakeholder database	
Community Access Points	Work alongside community partners to provide Community Access Points (e.g. freephones, public access computers, publicity materials) that are tailored to local needs	20%

	Monitor the use of Community Access Points to ensure maximum usage. Review and make suggestions for change	
Funded projects	Deliver funded project requirements and meet targets	15%
	Monitor progress and complete end of project reports	
Communication	Work alongside the Head of Communications and Fundraising to produce a range of communications materials to promote our advice services to partners and the general public, tailoring to audience need	15%
	Deliver talks and attend community events to promote our advice services	
	Produce updates to the Senior Leadership Team, trustees and funders	
Other duties	Capture and share learning, helping to build our understanding of community engagement and advice access needs	10%
	Contribute to our Research & Campaigns work	
	Develop and maintain effective administration systems and records relevant to the role	
	Work cooperatively with colleagues and encourage good teamwork and clear lines of communication	
	Attend regular internal and external meetings relevant to the role	
	Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues	
	Identify own learning and development needs and take steps to address these	
	Carry out any other tasks that may be within the scope of the post	

Person specification

- Excellent interpersonal skills with good written communication skills
- Friendly and approachable. Able to communicate with people and build alliances
- Experience of previous community / communication / project management work desirable
- Good IT skills including experience of using Microsoft Office and Google packages
- Good project management skills
- Ability to plan and manage own workload and that of others, taking an independent lead on the project
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies
- Ability and willingness to travel between locations in East Herts, including rural areas, and to work flexible hours where needed

Terms and Conditions

Citizens Advice East Herts has a hybrid working model which involves working from home and community locations in East Herts as required.

The full-time working week is 37 hours and normal hours are from 9am to 5.30pm Monday to Thursday and 9am to 5pm on Friday. More flexible arrangements may be agreed.

Reasonable expenses will be reimbursed for costs incurred. All reasonable car parking expenses are reimbursed.

This is a fixed term position for 1 year. There is a probationary period of 3 months.

The annual leave year runs from 1 April to 31 March and full-time employees are entitled to 5.6 weeks paid annual leave plus statutory holidays. Part time employees receive a pro rate annual leave entitlement.

There is an auto enrolment pension scheme with an employer contribution of 3% and an employee contribution of 5%.

Overview of Citizens Advice East Herts

Citizens Advice East Herts provide free, confidential and impartial advice on any subject. We are an independent, local charity and a member of the Citizens Advice network. Last year we helped nearly 9,000 people in East Herts. During the pandemic, demand for our service has increased considerably. Whilst client numbers have returned to their pre-pandemic figures, the number of issues has increased by 13% suggesting that client problems are more complex.

Our general service operates Monday to Thursday and is currently being delivered by phone, email, webchat, video and face-to-face (including home visits) where the need is there. We are in the process of opening 'volunteer hubs' across the community where volunteers can base themselves and offer face to face client appointments. Our service is delivered by local volunteers, supported by paid supervisors. We provide on-going casework where required. This short [video](#) provides more background on how we are working.

"They were amazing when our life fell apart. Without them I don't think I would be here"

Client

Our volunteer model means our services are locally delivered by and for members of the community, directly at the point of need.

"For me, working as an adviser at East Herts Citizens Advice ticks all the boxes. I get to be part of a team and learn new skills in a professional and supportive environment. Clients present with a very varied range of enquires and it is very satisfying to be part of an organisation that makes a real difference to people's lives"

Volunteer

We are fortunate that East Herts is a largely affluent district but this can mask pockets of deprivation. There are many households experiencing multiple indices of deprivation living in close proximity to more affluent households. Life expectancy in more deprived areas is significantly lower than more prosperous neighbourhoods.

"It's often harder to be poor in the midst of affluence than it is to be poor in stereotypical 'poor' areas. Services, funding, staffing, grants etc all gravitate to the poorer areas, even within the County, and so those who are in poverty in 'richer' areas are left even more isolated and excluded."

Hertfordshire Matters

The clients we help include those most in need - they are most likely to earn significantly less than the average East Herts resident, less likely to be in employment, more likely to be disabled or have a long-term health problem, and less likely to own their own home. Over a quarter of our East Herts clients come from the five most deprived wards.

Whilst people seek help with many problems, the most common are benefits and tax credits, money advice, housing, employment and relationship problems. Our holistic service explores other issues in addition to the presenting problem.

We work locally in East Herts but also across Hertfordshire through our Citizens Advice Hertfordshire consortium. It is through this partnership that we provide countywide services.

Some problems are too difficult to be solved through advice alone. Our evidence shows there are systemic barriers which stop people's problems being resolved. Our work helps to remove these barriers by improving policy and practice. This can bring change not only for our clients but also for people who may never come to us for help. Our [Research and Campaigns](#) work provides evidence so that we can better target our support and our resources.

We have 60 volunteers and 16 (mainly part time) paid members of staff supported by an active board of 10 trustees. We have developed very good relationships with local stakeholders including our primary funder East Herts Council.

"Their level of expertise and local knowledge of East Herts and its communities are second to none."

Partner Organisation

You can find out more about our work by looking at our [website](#) and reading our [2020/21 annual report](#).

Background to Community Engagement

We have been running a community engagement project since April 2021 (funded by a range of partners). The aim is to raise awareness of our advice services and ensure that our service is inclusive.

Work to date includes: digital workshops in a rural village hall; Information Hubs in Bishop's Stortford Jackson Square and Hertford Sele; and Community Access Points (freephones, open access computers etc) in foodbanks, churches, town councils and a night shelter. We are also delivering a scams prevention and awareness project, which involves attending events, disseminating information (digital and print media) and delivering talks to groups of people, for example older people's groups. [East Herts](#)

[Frontline'](#) is a key enabler which is used to allow safe and fast referrals from community locations to support organisations.













The recruitment of the Community Engagement Co-ordinator gives us the opportunity to review our progress to date; to consolidate and learn; and to expand and grow. We have had many community engagement successes since the project began in April 2021 despite operational issues caused by Covid lockdowns. For the next stage of the project, we want to embed further in the community by building on our current work and creating new projects in additional areas of East Herts.

Our first Information Hub opened in Bishop's Stortford Jackson Square shopping centre around a year ago. It has been popular with local residents and we have learnt a lot. We recognise that our Information Hubs are seeing people with complex issues and so we will now staff these with our most experienced Advice Supervisors alongside volunteers to triage and assess need. Our second Information Hub in Hertford Sele opened in November 2021, and whilst in an excellent location, it has yet to fully reach its full potential. The Community Engagement Co-ordinator will oversee our Information Hubs and ensure that they run smoothly.

We have also been working with local organisations and partners to ensure that the people who they support can access our services. We offer equipment and materials that best suit partner location and beneficiaries. We want to learn what works best at Community Access Points and roll these out as community locations and activities fully re-open after Covid.

We would like to replicate our work in areas around Hertford, Ware, Buntingford and other rural locations within East Herts. If we can find additional resources and appropriate locations we also wish to expand our work into other areas of need by working more with local community groups and partners.

More about our work... (overleaf)

Who we are and how we help				
				
Free advice for everyone – on everything	Advocacy - Research & Campaigns	60 volunteers	10 locations	1/4 East Herts clients from most deprived wards
What we do				
				
Face-to-face advice	Advice by phone	Advice by, video	Advice by email, webchat & Messenger	Casework
Our impact - 2020/21				
				
8,714 people helped	17,026 issues dealt with	4 in 5 said our advice improved their lives	90% would recommend our service	£37.84 public value return for every £1 invested
The future				
				
We want to recruit more advisers & offer more specialist support	We want to extend our opening hours	We want to raise our profile	We want to diversify our funding	We want to strengthen our partnership links

Our Vision, Objectives and Values

Our **Vision** is to meet client needs, now and in the future

OUR VISION

Meet client needs, now and in the future



We provide the advice people need for the problems they face



We improve the policies and practices that affect people's lives

Our **Strategic Objectives**:

1. Meet client access needs
2. Meet client advice needs
3. Actively reach out to those who need an adapted service

STRATEGIC OBJECTIVES

Meet client **access** needs



STRATEGIC OBJECTIVES

Meet client **advice** needs



STRATEGIC OBJECTIVES

Actively reach out to those who need an **adapted** service



Our **Values**

1. We are **Respectful**
2. We are **Professional**
3. We are **Local**
4. We are **Flexible**

How we treat people: We are **Respectful**. We are inclusive, non-judgemental, reliable, approachable, supportive, patient, empathetic, empowering, kind and caring. We are honest, trustworthy and transparent.

How we run our organisation: We are **Professional**. We offer quality advice that is free, confidential, impartial and independent. We are evidenced based, deliver value for money, and have a demonstrable impact on people's lives, campaigning for social policy changes for our clients.

How we deliver our services: We are **Local**. We are available and accessible to local people by building partnerships and alliances with the local community. We are respected and trusted locally. We care about our communities and connect clients to solutions.

How we respond to changing need: We are **Flexible**. We are visionary, change makers, outward thinking, innovative, dynamic, adaptable, passionate and positive. We anticipate change and plan accordingly using a test and learn approach.