
ROLE PROFILE

Community Engagement Officer CS2.2 - Safety/Youth Intervention

The 'role profile' is the contractual element that your post has been assigned to and generically sets out in broad terms the responsibilities the post holder is expected to have

Service Area: Community Services

Grade: BS2/OPS2

Responsible to: Youth Intervention/Community Safety

Responsible for: Volunteers and temporary staff

Generic Responsibilities

1. Responsible for developing and managing a range of efficient administration processes and procedures in order to support the effective operation of the service area.
2. To oversee the operation of an effective customer response and take independent decisions on less routine enquiries.
3. Maintain and refresh established systems and processes, responding to current and future service needs.
4. Assist with the review of relevant business processes to evaluate that they are fit for purpose.
5. Assist in the resolution of customer issues by liaising with colleagues and co-ordinating operational logistics to ensure agreed standards are achieved.
6. Undertake research and information gathering activities and provide management information as requested, including carrying out research projects, analysing results and reporting findings.
7. Undertake a range of financial administrative tasks in accordance with relevant procedures.
8. Ensure that the full range of complex data is accurately and securely maintained and retrieved effectively.
9. Ensure that the use of IT is maximised to enhance quality and efficiency of service provision.
10. Assist with the production of reports, minutes, briefings and presentations in relation to audience specific requirements.

Business Services - TASK SPECIFICS

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	CG2.2
Purpose	
<p>To work as a key member of Community Services which manages and delivers on a number of exciting projects, including the Worcester Show, Take Pride Campaign, Find It Do It website and new ASB case management software. The role is crucial to delivering Stronger and Connected Communities; supporting a busy calendar of community activity, campaigns and events.</p> <p>Section 17 Crime and Disorder Act ?</p> <p>This role has a Community Safety and some Youth focus and will help support vulnerable residents, young people either through direct service delivery or partnership work. Championing campaigns such as Hate Crime and White Ribbon locally.</p> <p>To be able to problem solve in response to community and individual need.</p>	
Service to Customers	
<ol style="list-style-type: none"> 1. To accurately administer and maintain Council databases and systems. 2. To respond to customer enquiries and complaints in relation to Community Engagement and Safety in accordance with the Councils procedures and ensure that appropriate action is taken in a timely manner. 3. To provide a face to face and telephone based customer focused service to all customers seeking advice on all aspects of Community Engagement and Safety. 4. Engage service users in the practical delivery of Council services and promotion of its services to customers. 5. Facilitate the establishment of new groups or organisations which represent the communities of Worcester. 6. To support third party participation in the delivery of practical management of sites owned by the Council and the promotion of their value for health and biodiversity. 7. To ensure customers are able to interact with Council services through social media and other innovative and/or recognised best practice methods of communication. 	
Business Improvement/planning responsibility	
<ol style="list-style-type: none"> 1. To ensure that all files, records and computer based data are maintained to enable the efficient access of data and information. Supplying statistics and performance indicators from the partner data analysts as and when required. 2. To assist with customer satisfaction and service development initiatives. 3. Implement and maintain a culture of customer service, which encourages 	

involvement and embraces continuous improvement and quality management of Community services in line with the changes in customer's needs and council policy.

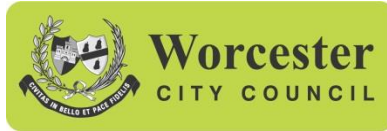
4. Work towards set targets and goals as specified in the Annual Service Delivery Plan and the Team plan
5. To contribute and deliver the Annual Take Pride Campaign for Worcester.
6. Deliver short/ long term community/ youth intervention projects
7. Support social educational work
8. Targeted work in the community
9. To ensure that information is collected for the benefit of the service through surveys, counts, evaluation sheets, consultation and research. To collate data and present the information in a clear and concise way.
10. To contribute to the booking procedure for events held on public open space. Advising applicant when necessary so that they are aware of their responsibilities, liability and cost when running an event; and that attendees of events on Worcester City open space will have a pleasant and safe experience.
11. To administer and review the content of information provided through websites, posters, literature and other promotional materials, ensuring the content is relevant and up to date.

Colleagues, Self and Partners

Contact	Frequency	Nature of contact
Service Supervisors	Daily	Operational implementation. Weekly team meetings and monthly 1-2-1s.
Service Manager	Weekly	Monthly team meetings and broader communication.
Customers & public	Daily	Implementing of service, including communication through social media and email & providing guidance
Head of Service	Quarterly	Attendance at team meetings
Corporate Colleagues	Quarterly	Corporate meetings and events
Suppliers	Varies	Supporting service contracts and software licence. Enabling access to equipment and assets
Contractors	Varies	Supporting service contracts and software licence. Enabling access to equipment and assets

1. To contact other Council departments and organisations on behalf of customers, as required, to clarify and help resolve customer requests where appropriate e.g. Registered Providers, Statutory and Voluntary Organisations in response to Community Trigger requests.
2. To ensure that housing providers comply with the terms of the Home Choice Plus Allocations Policy and agreed Local Lettings Plans.
3. To ensure that applicants are using our web portals in the correct way and are meeting their obligations as set out in agreement documents and permissions.

Managing Resources (people, equipment, buildings)



1. Maintain and store machinery, equipment and property owned by the City Council. Maintain vehicles allocated to the service, using routine checks and acting accordingly if faults are discovered.
2. To maintain, facilitate and support software for the delivery of the service.

Nature of Contacts (internal/external)

1. To provide advice and assistance to customers making enquiries in relation community safety.
2. To work with colleagues and partner agencies to ensure compliance with the agreed policy and accurate use of council systems.
3. Support community groups, Parish Councils West Mercia Police, Worcestershire County Council, University of Worcester, Worcester Community Trust, Worcestershire Health Authority and other local agencies and organisations in activities which add value to the community or on specific sites which are either under the ownership or responsibility of the City Council.
4. Support City Council services or corporate projects through community engagement and consultation; and reporting feedback to colleagues.

Procedural Context

1. To work in accordance with both Council and Service procedure and policy
2. To have a general understanding of Crime and Disorder Act and other legislation to answer basic enquires.
3. To have a comprehensive understanding of event and activity processes and operational working procedure.
4. Support the implementation of Health and Safety within the service. Complying with risk assessments, service operating procedures, industry standards and working practices. To write risk assessments for activities and events.
5. Able to attend events and meetings outside normal office hours, to represent the Council and to promote services to resident.
6. Wear the appropriate uniform and protective clothing provided to you and when doing so, behave in a way that promotes the professionalism of Worcester City Council
7. Play your part in maintaining a good working relationship with your employer.
8. Positively participate in the management and supervision process through appraisals, PDR's, target setting exercises and training as advised.
9. Be aware of and know how to find and use the Council's policies and procedures that support and guide you and your team.

Key Facts and Figures

- Team of 4 Community Engagement Officers

Knowledge and Skills

1. Educated to NVQ level 3 or appropriate work experience
2. Good written and verbal communication skills



3. Computer literate with good keyboard skills
4. Good time management and personal organisation skills
5. Accuracy and attention to detail
6. Able to use initiative to respond to problems and unexpected situations
7. Experience of producing meeting and project documentations
8. Experience of working in community engagement/Safety/Youth or a related field
9. Experience of working in a busy customer focussed environment
10. A current full and valid UK driving license
11. Able to work unsociable hours

Behaviours

1. Work to the Council's values
2. Aware of the Councils safeguarding policy and how to report any concerns
3. Aware of the Councils Health and Safety policy and committed to safe working practices