

**Worcester City Council – Community Services  
Workplan For Community Engagement Officer (Community  
Safety)  
Community Engagement Team  
OPS2**

| <b>Service Area</b>                      | <b>Core Tasks</b>   |
|--|---|
| Team Working                             | <p>Be part of the Community Engagement Team and contribute to its work streams which cover the items below. Note that officers will be given a limited remit from this list as a personal work plan. This remit may change from time to time to fit with the service needs and team working.</p>  |
| Community Engagement                     | <p>To contribute and deliver the Annual Volunteer Thank You and Volunteer Expo for Worcester.</p> <p>Engage service users in the practical delivery of Council services and promotion of its services to customers.</p> <p>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.</p> <p>Support City Council services or corporate projects through community engagement and consultation; and reporting feedback to colleagues.</p> <p>Facilitate the establishment of new groups or organisations which represent the communities of Worcester.</p> <p>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.</p> |
| Communications, Customer care and advice | <p>To respond to customer enquiries and complaints in accordance with the Councils procedures and ensure that appropriate action is taken in a timely manner.</p>   |

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|  | <p>To ensure customers are able to interact with Council services through social media and other innovative and/or recognised best practice methods of communication.</p> <p>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.</p>   |
| <p>Service Delivery and Administration</p> | <p>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.</p> <p>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.</p> <p>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.</p> |
| <p>Health and Safety</p>                   | <p>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.</p>  |

## Training/Skills Required

| TRAINING  | DESCRIPTION / PROCESS   |
|---|---|
| Corporate Induction   | First available date following start of employment:<br>H & S Policy.<br>Organisational Values.<br>City Plan<br>Probation.<br>e-Learning courses:<br>Safe guarding/ Child Sexual Exploitation<br>Modern Slavery<br>Cyber crime<br>PREVENT - Counter Terrorism  |
| Service Induction   | Site induction, rules, emergency evacuation, PPE, security.<br>Office protocol, housekeeping, leave, sickness.<br>Team structure, introductions.<br>ICT, shareportal, learning lounge, finance.<br>Corporate and Service Plans.<br>Customer care, website.<br>Driving at work.<br>Competency Framework. |
| Health and Safety   | Manual Handling.<br>Risk Assessments.<br>Safe Operating Procedures.<br>COSHH.<br>Accident/incident reporting.<br>Personal Safety  |
| IT and Social Media Skills  | Via PDR   |
| Reversing Assistant   | As part of Service Induction  |
| Recruiting and managing volunteers  | Via PDR   |
| First Aid Training  | Via PDR   |
| BTEC Level 3 Advanced Award – Community Safety, Crime and Nuisance Management for Practitioners | Via PDR   |
| SIA accredited CCTV/ event management.  | Via PDR   |
| Process development and management  | Via PDR   |
| Communication Skills (verbal and written)   | Via PDR   |