



Community Administration Assistant

Job Description and Person Specification

Directorate:	Communities	Service:	Leisure, Healthy Lifestyles & Communities
Responsible to:	Senior Community Engagement Officer	Responsible for:	N/A
Grade:	5		
Location:	Civic Centre, Poulton le Fylde		

Job Purpose:

To provide administrative, outreach and promotional support to the Leisure, Healthy Lifestyles & Communities team, working on community projects such as the Wyre Befriending Service, Wyre Community Hubs, etc.

Providing regular communications, (emails, phone calls and newsletters) and supporting events and updates for local community not for profit groups, clubs and community interest companies.

To assist the Leisure, Healthy Lifestyles & Communities Team in raising awareness of our health and wellbeing programmes, including at events, promotions and on websites/social media.

Key Tasks & Responsibilities:

- Work with the Leisure, Healthy Lifestyles & Communities Team to effectively support the delivery of the Wyre Befriending Service and the Wyre Community Hubs.
- Assist the Leisure, Healthy Lifestyles & Communities Team to provide support, events and regular updates to voluntary, community, social and faith groups from across Wyre.
- To take phone calls, respond to emails and keep monitoring and evaluation records up to date and accurate on various software packages for a wide variety of community projects and programmes to ensure that we can accurately report on our key performance indicators.
- To support the setting up of networking events, such as training/skills seminars, volunteer recruitment workshops and meet the funder events.

- To assist the Leisure, Healthy Lifestyles & Communities Team in supporting local groups, clubs and CIC's by arranging 1:1 appointments, sending out relevant information and signposting them to relevant information and other appropriate support.
- To assist with the promotional content of the Wyre Moving More website, as well as the social media content on the Healthier Wyre and Wyre Moving More channels.
- To coordinate and participate in internal and external meetings and events, such as project meetings and information sessions. To arrange calendar invites, room bookings, the compilation and circulation of meeting papers and the taking of action notes
- Work with the Leisure, Healthy Lifestyles & Communities Team to build effective relationships with internal and external stakeholders, acting courteously, professionally and with a solution based attitude.
- To conduct searches for external grant funding opportunities and share those with groups and the network
- To support the effective distribution of communications to local groups, clubs and CIC's by growing and ensuring the Community Engagement Network Database is up to date, producing e-bulletins, updates to projects and working with the internal communications team
- To attend promotional events, encouraging and motivating residents to engage in Wyre's health and wellbeing programmes.
- To undertake any other responsibilities appropriate to the grade of the post as may be directed from time to time by the Senior Community Engagement Manager.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

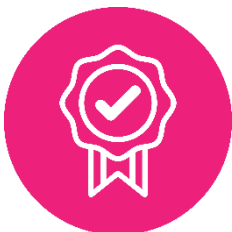
QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good general level of education – min GCSE Grade 3 or above for Maths and English	Essential	Application
Full Driving Licence	Essential	Application

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Excellent level of computer literacy including knowledge of Microsoft Office systems, in particular excel spreadsheets, and web based systems	Essential	Application/Interview
Excellent organisational and administrative skills	Essential	Application/Interview
Knowledge of the impact that community groups and community facilities can have on local areas	Essential	Application/Interview
Effective and efficient time management skills	Essential	Application Form/Interview
Self-motivated with the ability to handle multiple responsibilities simultaneously, prioritise and balance workload and meet critical deadlines	Essential	Application Form/Interview
Excellent verbal and written communication skills across a range of stakeholders, with the ability to summarise information.	Essential	Application Form/Interview
Strong interpersonal skills	Essential	Application Form/Interview
Ability to work with a diverse range of people, agencies and organisations	Essential	Application Form/Interview
Diplomatic, with the ability to handle issues in a professional and courteous manner	Desirable	Application Form/Interview
Personal qualities of integrity, credibility and discretion about confidential matters.	Desirable	Application Form/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Previous experience and ability to work as part of a team.	Essential	Application/Interview
Previous experience of working on and at events, talking to the public and promoting activities.	Essential	Application/Interview
Demonstrated ability to receive and incorporate feedback and direction effectively	Essential	Application/Interview
Experience providing administrative support such as taking action notes, logistics, calendar coordination	Desirable	Application/Interview
Experience of working with community groups and other stakeholders to support projects	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...

• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction
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Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- Enhanced DBS check

Prepared by: Carol Southern

Date: November 2025

Post Holder Signature:

Date: