



Community Engagement Officer

Job Description and Person Specification

Directorate:	Communities	Service:	Leisure, Healthy Lifestyles & Communities
Responsible to:	Senior Community Engagement Officer	Responsible for:	N/A
Grade:	6		
Location:	Civic Centre, Poulton-Le-Fylde		

Job Purpose:

To consult, support and facilitate engagement with residents, professionals and groups from the Voluntary, Community and Faith Sector across Wyre to work together to promote their local offers to residents. To collaborate with local organisations and partners to implement initiatives that foster community cohesion and integration. To help enable people and communities to stay healthy, well and connected in their locality.

Key Tasks & Responsibilities:

- To work with the Senior Community Engagement Officer to engage, support and facilitate engagement with the voluntary, community and faith sectors to help them to support communities across Wyre.
- To work with Lancashire County Council Adult Social Care colleagues, Wyre Council staff, NHS Primary Care Networks, local community groups and community centres on the formation of local community hubs and referral processes in designated wards that provide a wide range of support opportunities for people to access.
- To build positive working relationships with community centres and key VCFS partners, such as Healthier Fleetwood, Age UK Lancashire, Blackpool Volunteer Centre, Fleetwood HUB, Fleetwood Town Community Trust, The Salvation Army, Fylde Coast YMCA/Leisure provider etc to encourage people to take part in activities, groups and events.

- To work with the Community Foundation and Blackpool Volunteer Centre on grant application criteria and processes, the award of grants, monitoring and evaluation processes to support the development of community support programmes including those to aid community cohesion.
- To ensure that community provision meets the needs of our local communities , complimenting and working closely with existing provision, such as the Wyre Befriending Service.
- To assist in providing support around issues such as funding, recruiting and retaining volunteers, governance structures and any other relevant opportunities that helps to sustain groups from the Voluntary, Community and Faith Sector.
- To contribute to the development and work of the Leisure, Healthy Lifestyles & Engagement Team and to be flexible to work with members of other teams in the Council as required.
- To work closely with colleagues from the VCFS to identify gaps in service provision and work with the sector on the best way to address those gaps.
- To undertake outreach work, attending network events and local forums raising the profile of our work across Wyre. To organise and support community events and workshops to facilitate dialogue, cultural exchange, integration and collaboration.
- To work proactively to establish connection and support for minority communities and to help identify the integration needs of migrant communities and develop project opportunities to facilitate integration.
- To participate in county-wide networks to share best practice and stay abreast of developments in refugee-specific schemes including those that encourage positive interaction between people from different racial and faith communities, that take an anti-racist approach, reduce discrimination and improve community cohesion.
- To disseminate information via newsletters, attending community get togethers and to help facilitate information sharing to help people access opportunities to keep healthy and well.
- To have a collaborative and flexible approach to working with staff.
- To monitor and evaluate the impact of our community engagement work across Wyre.
- To undertake any other duties commensurate with the grade as may be directed.

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
A degree or equivalent experience in social work, community development, volunteer management, or a related field	Essential	Application/Interview
Good general education, GCSE English and Maths grade C or above	Essential	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Strong interpersonal and communication skills, both written and verbal	Essential	Application/Interview
Excellent organisational and time management abilities	Essential	Interview
Ability to work independently and as part of a team	Essential	Interview
Empathy, patience and a genuine commitment to helping others	Essential	Application/Interview

Proficiency in using office software (e.g., Microsoft Office Suite)	Essential	Application/Interview
Ability and enthusiasm to take responsibility for self-development	Desirable	Application/Interview
Evidence of ability to effectively listen, question, communicate, co-ordinate and negotiate positive outcomes	Essential	Interview
To be able to demonstrate the ability to use Initiative and ability to respond positively to change	Essential	Interview
Ability to enthuse, motivate and build strong, sustainable relationships with partners and customers	Essential	Interview
Ability to meet agreed personal targets and effectively lead and support organisations and individual beneficiaries to achieve identified targets and outcomes	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Previous experience in community engagement, NHS, Social Care or community outreach	Essential	Application/Interview
Previous experience of working in local government	Desirable	Application/Interview
Experience of providing support to individuals and organisations	Essential	Application/Interview
Experience of delivering a customer focused service	Essential	Application/Interview
Experience of producing reports and action plans	Essential	Application/Interview
Experience of delivering training or presenting to groups of people	Desirable	Application/Interview
Experience of and understanding of the challenges and barriers faced by different organisations and individuals relating to health	Essential	Application/Interview

Experience of monitoring and evaluating the impact of projects	Essential	Application/Interview
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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
Availability to work flexible hours, including some evenings and weekends, to accommodate volunteer and service user schedules	Essential	Application/Interview
Successful completion of an enhanced DBS background check as required by local government	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.
- The post holder will be required to undertake an Enhanced DBS check.

Prepared by: Leisure, Healthy Lifestyles & Communities Manager **Date: November 2025**

Post Holder Signature:

Date: