

## Job Description

<b>POST TITLE</b>	Community Outreach and Grants Officer	<b>POST NO:</b>	PO3021
<b>SERVICE UNIT</b>	Policy and Engagement	<b>GRADE:</b>	6
<b>JOB EVALUATION</b>	A2180	<b>JOB FAMILY</b>	If applicable
<b>RESPONSIBLE TO:</b>	Partnerships and Policy Manager		
<b>RESPONSIBLE FOR:</b>	None		
<b>LOCATION</b>	Town Hall/Down Town	<b>STATUS</b>	Staff

### Job Purpose

This is a dynamic and rewarding role at the heart of Burnley's Crisis and Resilience Fund (CRF), helping to connect people with life-changing support at the moments they need it most.

You will lead community outreach activity that raises awareness of CRF services, strengthens local partnerships and ensures residents can access help early before issues escalate into crisis. Your work will directly support families and individuals facing financial pressure, helping them to find practical solutions, build resilience and regain stability.

Alongside outreach, you will manage a small community grants programme that empowers local organisations and grassroots groups to deliver projects that reduce hardship and strengthen community resilience.

## Main Duties and Responsibilities

### Connecting People to Support

1. Work with communities and community centres across Burnley and Padiham to build trusted relationships with local groups, charities, schools, health services and faith organisations
2. Support residents and organisations to understand what support is available through CRF and how to access it before they individuals or families reach crisis point
3. Deliver engaging talks, sessions and community drop-ins that make support feel approachable, simple, and inclusive.
4. Attend local events (sometimes evenings/weekends) to raise awareness and connect with residents where they already are

### **Building Strong Community Partnerships**

5. Work closely with a wide network of partners across the borough to join up outreach activity
6. Help organisations work better together so residents experience joined-up, seamless support
7. Act as a key connector between services, helping to reduce duplication and improve access for those most in need
8. Identify gaps in support and work with partners to find practical solutions

### **Creative Communications & Awareness Raising**

9. Help produce clear, engaging and accessible content that helps people understand what support exists and how to access it
10. Support social media, leaflets, campaigns and community messaging linked to CRF services
11. Help break down barriers by ensuring support is easily accessible, inclusive welcoming and easy to engage with
12. Share real stories of impact to show how CRF support changes lives

### **Community Grants – Enabling Local Ideas**

13. Manage a small community grants programme that supports grassroots organisations. This will include assessing applications against a set criteria, raising invoices, monitoring the budget and evaluation of the programme
14. Promote funding opportunities and help local groups bring ideas to life
15. Oversee applications, assessment, awarding and monitoring of funded projects
16. Support community-led activity that builds resilience, reduces hardship, and strengthens local support networks
17. Make sure funding is used fairly, transparently, and effectively

### **Making an Impact**

18. Track engagement activity and help show the real difference CRF is making across Burnley
19. Report on reach, outcomes, and community impact in a clear and meaningful way
20. Feed learning back into the wider CRF programme to improve services continuously

### **Other**

21. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.
22. To work actively to promote community cohesion, good race relations and equality of opportunity.
23. To attend training identified as necessary to undertake current and future job requirements.

<b>Nature of Contacts and Relationships</b> e.g. <i>Typical customers, vulnerable residents, community, voluntary and faith organisations external relationships</i>
<b>Responsibilities for Supervision</b> e.g. <i>N/A</i>
<b>Responsibilities for Finance</b> <i>Monitoring expenditure of a £100,000 budget, raising invoices and purchase orders.</i>
<b>Responsibility for Physical Resources</b> <i>N/A</i>
<b>Work Environment</b> <i>Office based, community work, occasionally dealing with abusive customers</i>

**Health and Safety (Mandatory clause for all staff)**

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

**FOOTNOTE**

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

<p><b>Equality Act 2010</b>          If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.</p> <p>Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Prepared by:</b> Catherine Swift	<b>Date:</b> 6.05.2026
<b>Postholder:</b> Community Outreach and Grants Officer	<b>Date of issue:</b>

## Person Specification

<b>POST:</b> Community Outreach and Grants Officer	<b>GRADE:</b> 6
<b>DIRECTORATE:</b> Chief Executive	<b>POST NO:</b> PO3021

<b>Selection Criteria</b>	<b>Essential/ Desirable E/D</b>	<b>Method of Assessment</b> Application/Interview/ Test Presentation/ Production of Certificates <b>A/I/T/P/C</b>
<b>QUALIFICATIONS</b>		
1. 3 GCSE passes at Grade C or equivalent inc. Maths & English.	E	A
2. Degree or equivalent qualification in a relevant field such as: Community Development, Social Policy / Social Work, Health & Social Care, Public Health or Youth Work, Education, or related discipline.	D	A
<b>EXPERIENCE</b>		
3. Experience in community engagement, outreach, or partnership-based work with the voluntary, community, faith or public sector organisations.	E	A
4. Experience engaging directly with members of the public in community or outreach settings.	E	A/I
5. Experience working collaboratively across multiple organisations or services.	E	A
6. Experience delivering presentations, workshops, or community engagement activity.	D	A/I
7. Experience supporting or signposting individuals to advice, welfare, or support services.	D	A/I

<b>Selection Criteria</b>		<b>Essential/ Desirable E/D</b>	<b>Method of Assessment</b> Application/Interview/ Test Presentation/ Production of Certificates <b>A/I/T/P/C</b>
8.	Experience supporting grants, funding programmes, or project-based funding delivery (e.g. applications, monitoring, reporting and evaluating).	E	A/I
9.	Experience producing or supporting communications materials (e.g. leaflets, briefings, emails, social media content).	D	A/I
<b>SKILLS AND COMPETENCIES</b>			
10.	Strong communication, interpersonal and relationship-building skills with the ability to engage effectively with individuals, communities, and partner organisations.	E	A/I/P
11.	Ability to work independently and collaboratively in multi-agency environments, managing a varied workload and competing priorities.	E	A/I
12.	Strong organisational and IT skills, with the ability to accurately record, manage, and report information.	E	A
13.	Empathetic, non-judgemental approach with a commitment to supporting vulnerable people and promoting early help and prevention.	E	A/I/P
14.	Ability to support community outreach, engagement, communications, and use of feedback/data to improve delivery.	D	A/I
15.	Understanding of partnership working and barriers to accessing services.	E	A/I/P
16.	Ability to monitor budgets.	E	A/I
<b>Additional Requirements</b>			
17.	Full UK driving licence and access to own vehicle for work purposes.	E	A
18.	Ability to travel across the borough to deliver outreach and attend partner sites.	E	A

Selection Criteria	Essential/ Desirable E/D	<u>Method of Assessment</u> Application/Interview/ Test Presentation/ Production of Certificates <b>A/I/T/P/C</b>
<b>The Burnley Way</b>		
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives.</p> <p>Further details are contained in the Behaviour Framework</p>		

**May 2026**