Job description

Community Connector	
Immediate team	Community Hub
Service team	Policy and Programmes - Wellbeing
Line manager's job title	Community Connector Supervisor
Number of direct reports	0
Salary and grade	Grade 5 (starting at £39,271)
Duration of role	Fixed term contract for up to 12 months (maternity cover)
Hours per week	37
Location	The designated office base is Abbey House, Abingdon. The councils operate in a truly flexible, and hybrid way where the focus is on outcomes not where you work.
Employing council	Shared role
Probationary period	Six months
Notice period	One month
Annualised hours apply	Yes
DBS check required	Yes - Basic
Date job description updated	9 October 2026

About the role and what we're looking for

Job purpose

The Community Connector role is primarily focused on the provision of direct support to residents of South Oxfordshire and Vale of White Horse districts. The role also involves administering and monitoring specific government funded grants, assisting with set up and evaluation of VCS grants, research and development for hub workstreams or researching and reporting on issues pertaining to the work of the wider team and working with the Connector Supervisor, Policy Team and Community Hub Team Leader in the development of new policies and schemes.

Main duties and responsibilities

- Respond to requests for help, received either directly from residents or from partner organisations for support services that we cover.
- Work with and support residents, migrants and refugees both by telephone, email and in person to respond to requests for help



including taking place in meetings, pop up events, drop-in clinics and other locations as required.
- Assess each request for support and where possible put residents in touch with an agency or community group who can meet their needs.
- Refer/report any welfare concerns about residents to the appropriate agency.
- Liaise with internal stakeholders e.g. safeguarding, housing or environmental health to improve outcomes for residents.
- Lead on key areas of work as required and form working groups with the community hub and wider wellbeing team under the supervision of the Community Connector Supervisor and Team Leader.
- Host and attending events in the community for residents and VCS organisations.
- Work across refugee and asylum schemes in the districts, including community support wraparound.
- Offer information, guidance and assistance to voluntary organisations and community groups to build resilience and collaborative approaches to community development, for example the Homes for Ukraine programme, Household Support Fund and related initiatives.
- Develop and maintain an up-to-date database of services available to support residents.
- Develop a detailed knowledge of communities and localities across both districts.
- Develop and maintain detailed knowledge and emerging trends and challenges within communities both locally and nationally. Build and strengthen local networks within the VCS working with the Councils Community Enablement team to build capacity.
- Work together across the Community Hub to ensure everyone is kept informed of progress within communities to maximise knowledge share, inform strategic direction and programmes of work and improve outcomes for the community.
- Represent the connectors team at departmental meetings where necessary.
- Represent the council at wider stakeholder level.
- Ensure excellent communication with other teams.
- Keep excellent records of contacts and grant payments.
- Assisting with the compilation of reports.
- Write decision notes and feeding into other internal governance documents e.g. cabinet papers, individual cabinet members decisions and assisting with the processes associated with this governance.
- Assist with research and the development of different workstreams as required.
- At all times represent the councils professionally.

The duties may vary from time to time without changing the nature of



the post or the level of responsibility and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About you

Your essential qualifications

- Educated to degree level or equivalent, or equivalent level of experience

Your essential skills, knowledge and experience

- A good working knowledge of the local area, with ability to work locally reasonably frequently and ability to easily travel across the districts.
- Confident and outgoing, strong interpersonal and communication skills and effective negotiation skills, able to liaise effectively with people at all levels and a strong personal commitment to delivering positive outcomes for residents.
- Ability to provide support and advice confidently, tactfully and sensitively, strong levels of personal resilience and empathy for vulnerable residents in difficult circumstances.
- Demonstrable problem-solving skills with high levels of initiative, excellent time management and prioritisation skills, well organised, completer finisher with ability to pick up new tasks quickly using own initiative in a fast-paced environment.
- Good level of operating MS Office packages, specifically MS Word and Excel, with excellent literacy and numeracy including report writing skills.

If you have the following experience or qualifications – it's a bonus

- Experience of working in a local government environment

Your style and behaviours

- Self-motivated and enthusiastic
- Good self-presentation and confidence
- Strong organisational skills
- Positive and clear communication skills
- A can-do attitude
- Ability to act on own initiative
- Work with minimal supervision but also work as part of a team
- Ability to achieve targets and deadlines
- Strong and clear oral and written skills
- Ability to identify and then resolve problems
- Ability to work under pressure
- Ability to work flexibly and respond quickly when priorities change
- Diplomacy and tactfulness, particularly when dealing with difficult situations or angry customers

Work related requirements:

This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	Yes
Politically sensitive post	No
DBS check required	Yes - Basic
Full driving licence and use of a car for work	Yes
This role requires you to drive a company vehicle for work	No

About us

Our Vision

We are customer focused and approachable. We are honest and open and are committed to providing high quality cost-effective public services.

Our Values

Working Together
We are a committed professional team, who embrace change and help one another improve

People and Planet
We care about each other and the environment we share

Respect
We act with integrity, and champion diversity and inclusivity

Accountability
We take ownership, do what we say, strive for clarity and welcome feedback

Approachability
We are open, honest and accessible

Our vision and values are important to the councils, and we expect you to support them and embed them in the way we work.

The benefits we offer

- A basic 26 days **annual leave** per annum, rising to 31 days after five years. You also have all the bank holidays to look forward to and time off between Christmas and New Year.
- **Flexible working and annualised hours** – a flexible approach to work that our employees love!



- **Salary pay awards** – most jobs give scope for a pay increase after six months or the following April (depending on your start date) and we also review salaries each April.
- A generous career average **pension** scheme which includes life insurance of three times your salary
- The opportunity to **purchase a bike** through Cyclescheme (cheaper than directly through a store) so that you can cycle to work!
- Various schemes to **keep you healthy** (reduced gym membership, free swims, free eye tests for DSE users and more)
- We give you two days per year to **volunteer** within the local community.
- A range of resources, support, and activities to help you maintain your **wellbeing** including a monthly wellbeing hour in addition to annualised hours (the ability to work flexibly as long as, over the course of the year, you complete your contracted hours) and annual leave.

How to apply

Having read about our role if you have any questions please email Sam Neill at sam.neill@southandvale.gov.uk

If this job excites you please complete our online application at https://myrecruitment.southandvale.gov.uk/

We look forward to hearing from you.