



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Community Engagement Officer	Grade: SO2
Section: Community and Partnerships, Stronger and Safer Communities	Directorate: Chief Executive’s Group
Responsible to following manager: Community Engagement Manager	Responsible for following staff:
Post Number/s:	Last review date: April 2025

Working for the Richmond/Wandsworth Better Service Partnership

This role is employed under the Better Service Partnership between Richmond and Wandsworth Councils. The overall purpose of the Better Service Partnership is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

This post is in the Council’s Community Engagement Team, which sits within the Community and Partnerships section of the Stronger and Safer Communities Department, within the Chief Executive’s Group. The team provides a coherent approach to developing the Council’s relationship with its residents, partners and service users. This involves a focus on engaging with and involving communities, promoting transparency, and the need to promote public accountability. This post specifically supports activities within Richmond.



The Community Engagement Team provides leadership, support and advice to residents and all services across the Council on all aspects of:

- consultation and engagement activity
- community involvement
- the provision of information to the public to promote accountability

Richmond Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

Specific Duties and Responsibilities

The Community Engagement Officer will support the Community Engagement Manager in implementing the community engagement programme, primarily the Community Conversation programme and ancillary community engagement work. This will help deliver the Council's vision and approach to community engagement in order to:

- a) fulfil the Council's commitment to put residents at the heart of all it does
- b) to facilitate stronger, more vibrant communities with active residents able to take more responsibility and positive action for their local areas

The purpose of the Community Engagement Team is to act as a channel of information between the Council, its partners and local people, whilst facilitating individuals and groups to get more involved and in taking action for themselves.

1. To plan and organise Community Conversations ([Join the Community Conversation - London Borough of Richmond upon Thames](#)) which are a series of ward based public events hosted by ward Councillors, including the co-ordination of venues, event logistics, promotion and briefing papers for Councillors.
2. To work with ward members to ensure they have the information they need to fulfil their roles in respect of Community Conversations and supporting residents' needs.
3. Assist in the coordination and delivery of opportunities for individuals and community groups to get involved in community activity
4. Work with less heard communities to raise awareness of Council services and sources of support from the voluntary sector and other key public sector services through extensive outreach work.
5. Working with colleagues across the Council who engage with communities, to understand what Council activity is being undertaken and how it feeds into the community engagement plan
6. To act as a catalyst in establishing communications between the Council, community stakeholders, partners and residents
7. Keep the community engaged and well informed through all platforms, including social media



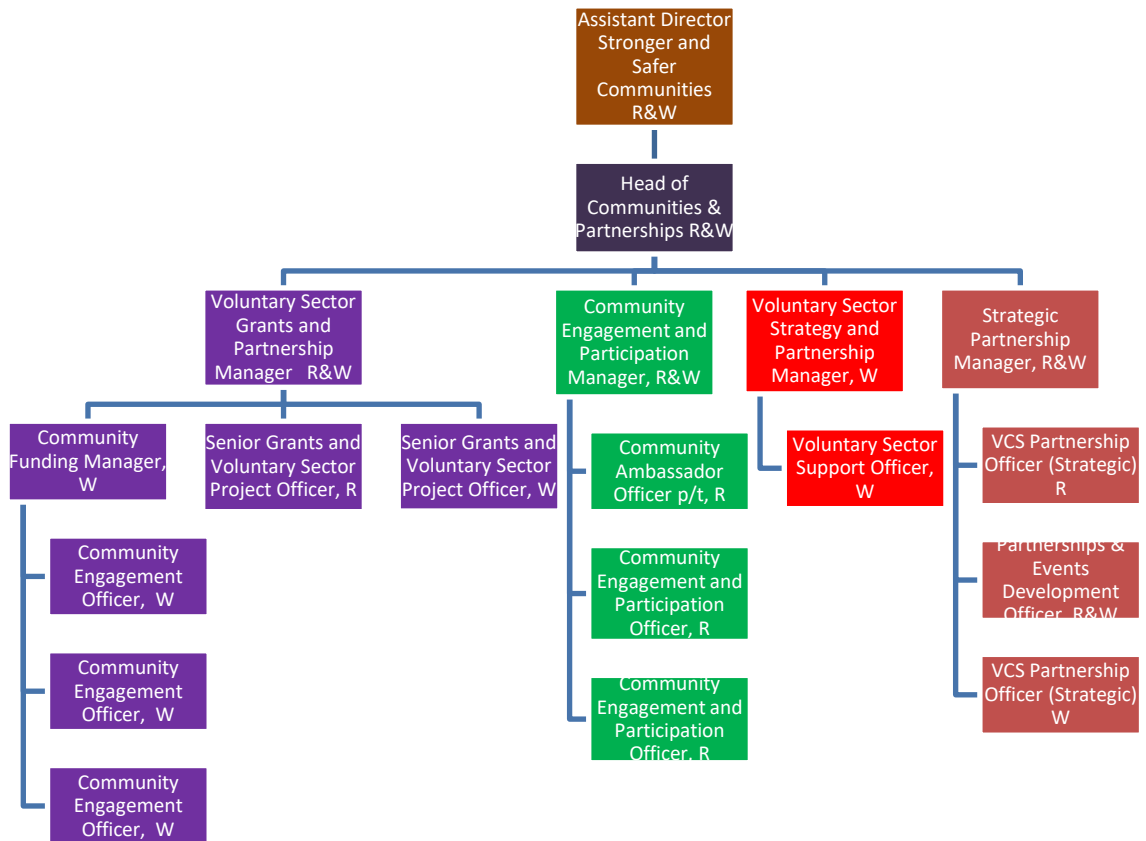
8. Manage outcomes from community engagement activities, for example the Community Conversations
9. To promote the Council's Community Fund programme
10. To build upon the knowledge and good working relationships with partners, residents and community and voluntary groups in specific ward areas
11. To understand and promote sources of support for local people who want to get involved in their communities
12. To utilise community intelligence and evidence-based data for targeted engagement work
13. To actively seek out local groups, give presentations and signpost to Council services.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Better Service Partnership will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



Team structure





Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of local government structures including the role of elected Councillors.	X		A & I



Understanding of customer-focused service delivery and customer care standards.	X		A & I
Experience	Essential	Desirable	Assessed
Managing and co-ordinating public facing events and associated logistics including identifying appropriate venues, promotion, and creating a positive event experience for all participants.	X		A & I
Preparing written briefing papers for senior stakeholders	X		A & I
Managing and building strong relationships with volunteers, service users, partners and external agencies.	X		A & I
Experience in communicating effectively and sensitively in oral and written form to a wide range of individuals and organisations.	X		A & I
Some experience in producing information/publicity material including web editing and providing text for social media.	X		A
Experience of delivering community involvement and capacity building projects in a local authority or similar organisation	X		A & I
Understanding of the strategic aims of the Council and the ability to exercise good judgement in promoting them	X		A & I
Skills	Essential	Desirable	Assessed
Proven organisational and time management skills.	X		A & I
Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	X		A & I
Ability to handle confidential or sensitive information, together with an understanding of data protection requirements.	X		A & I
Ability to critically investigate issues and prepare briefings/assessments as required.	X		A & I



Good working knowledge of using standard IT packages including Microsoft packages.	X		A & I
Able to maintain a range of different record keeping systems	X		A & I
Ability to facilitate and maintain positive communications both internally and externally.	X		A & I
Ability to deliver high impact verbal and written presentations to a range of stakeholders including Councilors, senior members of staff, residents and volunteers.	X		A & I
Strong understanding and experience of using the internet, websites and social media as engagement channels		X	A & I
Qualifications	Essential	Desirable	Assessed

A – Application form

I – Interview

T – Test

C - Certificate