**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Community Engagement Manager | **Grade**:  PO6 |
| **Section:**  Stronger and Safer Communities | **Directorate:**  Chief Executive’s Directorate |
| **Responsible to following manager:**  Head of Community and Partnerships | **Responsible for following staff:**  X 2 Community Engagement Officers and Community Ambassador Project Officer (fixed term) |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership (BSP). The overall purpose of Richmond & Wandsworth BSP 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 differing processes and expectations.  
Richmond & Wandsworth 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**

* Manage, develop and deliver the community engagement and participation programmes in the London Boroughs of Richmond upon Thames and Wandsworth.
* This post will have a greater focus on the London Borough of Richmond upon Thames as the operational split of the post is 80% Richmond and 20% Wandsworth.
* Act as a channel of information between the Councils, partner organisations, community and amenity groups and local people.
* Support the embedding of community involvement in Council services.
* Manage the Community Engagement team across two Boroughs to assist with the above actions.

**Specific Duties and Responsibilities**

**To lead and manage the Councils' approaches to community engagement, participation and capacity building:**

* To lead and develop the community engagement, participation and capacity building programmes in both Richmond and Wandsworth including
  + Community Engagement Strategies supporting an approach to Place-making
  + Initiatives to ensure all residents can have a say (including Richmond Community Conversations and the outreach programmes)
  + Enabling community led projects including those funded by the Richmond Community Fund [Community Fund - London Borough of Richmond upon Thames](https://www.richmond.gov.uk/community_fund).
  + Community Ambassador programme [Community Ambassadors - London Borough of Richmond upon Thames](https://www.richmond.gov.uk/community_ambassadors#:~:text=About%20the%20role&text=As%20a%20Community%20Ambassador%20volunteer,your%20community%20to%20come%20together)
* To produce reports for presentation at relevant Committees in both Boroughs and Directors Board on community engagement, participation and community capacity building
* To design approaches to support the development of placemaking, community capacity, and facilitate delivery of community led projects and initiatives.
* To advise all service areas across both Councils, representatives from community groups and partner organisations in both boroughs on community engagement programmes, projects and initiatives and ensure there is joined up working and prevent duplication of activities.
* To work across all Council departments to ensure community engagement, participation and community capacity best practices are embedded in service delivery and that this reflects the needs and policies of each Borough.
* To advise, support and collaborate on community engagement aspects of the Climate Change and Air Quality Programme in both boroughs.
* To lead on the development of innovations in community engagement, participation and community capacity and ensure delivery of the core engagement mechanisms across both boroughs including community drop-in’s, walkabouts and forums; the Community Conversation local area meetings and themed meetings in Richmond.
* To ensure that equalities, inclusion and accessibility considerations are part of the design and delivery of community engagement in both boroughs, including the production and update of Equality Impact Assessments
* To evaluate the progress of community engagement, participation and community capacity projects and programmes, identifying lessons learnt, so that the future approach can be adjusted.

**Stakeholder Engagement**

* To identify and manage stakeholder relationships and build, maintain and use internal and external networks to deliver community engagement, participation and community capacity projects in Richmond and Wandsworth.
* Working closely and collaborating with the Councils Communications Team and Consultation Team, identifying and using various and innovative opportunities for more improved community engagement.
* To continue to develop, identify and take opportunities to promote the effective use of social media to support resident engagement and involvement in their local area.

**Community Involvement and participation**

* To lead the approach to Community Involvement and participation, ensuring services are tailored for individual local area needs, whilst delivering a coherent approach across the Borough as a whole;
* Working across the Council to understand what Council activity is being undertaken or planned in each of the local areas.
* Identifying and promoting opportunities for individuals and community groups to get involved in activities in local areas.
* Understanding and promoting sources of support for local people who want to get involved.

**Management**

* To line manage Community Engagement Officers and Community Ambassador Project Officer, ensuring regular one to one supervision, that work and learning/ development objectives are set, performance and targets are monitored and appraisals undertaken.
* To develop and deliver effective monitoring of the activity, outcomes and achievements of the team and its engagement and involvement activity.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* 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 Richmond and Wandsworth 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 roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

* Manage the Council’s Community engagement budget.
* Attends evening meetings and occasional weekend working as required for which time off in lieu is offered.
* The post holder will work primarily from Richmond Civic Centre and occasionally from Wandsworth Town Hall as required and will frequently be called upon to visit organisations across both boroughs. This role cannot be solely home based.

**Current Team Structure**

**Person Specification**

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| --- | --- |
| **Job Title:** Community Engagement Manager | **Grade**: PO6 |
| **Section:** Stronger and Safer Communities | **Directorate:** Chief Executive Directorate |
| **Responsible to:**  Head of Communities and Partnerships | **Responsible for:**  X 2 Community Engagement Officers and Community Ambassador Project Officer (fixed term) |
| **Post Number/s:** RWCED12 | **Last Review Date:** January 2025 |

**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](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Up to date knowledge of approaches to effective community engagement, participation and community capacity programmes. | **X** |  | **A&I** |
| An understanding of the different forms of consultation and participation with the public and other agencies and how these can shape decision making | **X** |  | **A&I** |
| Up to date knowledge of relevant legislation and central government policy relating to community engagement, participation and community capacity | **X** |  | **A&I** |
| Up to date knowledge of and ability to use relevant IT and software (including Teams, presentations, word processing etc.). | **X** |  | **A** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Designing and delivering comprehensive community engagement, participation and community capacity building strategies | **X** |  | **A&I** |
| Negotiating, influencing and building constructive relationships with a wide range of key stakeholders including members of the public, local organisations, colleagues and elected members, within a voluntary sector, local government or related environment | **X** |  | **A&I** |
| Delivering complex projects, within a political and public facing environment to demanding timescales | **X** |  | **A&I** |
| Experience of successfully managing complex projects involving multiple stakeholders | **X** |  | **A&I** |
| Experience of successfully managing own workload and that of others in an environment where deadlines and priorities frequently change and are often conflicting | **X** |  | **A&I** |
| Working successfully with community or voluntary organisations or residents to build community capacity | **X** |  | **A&I** |
| Leading and managing small project teams | **X** |  | **A&I** |
| Experience of managing budgets | **X** |  | **A&I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Energy, enthusiasm and commitment to helping individuals and communities take action to improve their local areas | **X** |  | **A&I** |
| Ability to design and deliver effective engagement and participation strategies and co-designing programmes with internal and external partners | **X** |  | **A&I** |
| Ability to communicate effectively and confidently in person and in writing to a broad audience (including residents, senior managers and colleagues, Councillors and external partners) | **X** |  | **A&I** |
| Strong interpersonal and leadership skills including the ability to successfully negotiate with a wide range of stakeholders to achieve positive outcomes that work for all | **X** |  | **A&I** |
| Effective management and delivery of complex projects that involve multiple stakeholders | **X** |  | **A&I** |
| An ability to demonstrate how diversity and equal opportunities may be responded to and promoted | **X** |  | **A&I** |
| Excellent analytical and critical thinking skills with ability to analyse large amounts of information and to compose easily understood reports / briefings, presenting findings clearly and succinctly. | **X** |  | **A&I** |
| Understanding and experience of using the internet, websites and social media as communications tools | **X** |  | **A&I** |
| Understanding of the strategic aims of the Council and the ability to exercise good judgement in promoting them | **X** |  | **A&I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Degree level or equivalent qualification through experience. | **X** |  | **A&I** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**