

JOB DESCRIPTION



Job Title	Community Engagement Manager
Team	South East Region
Location	Home based within 30 miles of Watford
Reports to	Head of Region, South East
Salary	£28,236 - £33,219 per annum plus pension and benefits
Duration	Permanent
Normal Working Hours	36 hours per week

The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Overall job purpose

This is a fundamental role within our regional teams, internally the role is known as Lead Local Community Officer.

The future of CCT's outstanding collection of historic churches depends on us supporting communities around our churches caring for, opening, using and raising money for them. The Lead Local Community Officer will play the prime role in ensuring that local people are engaged, recruited, trained and supported.

The Lead Local Community Officer will lead the regional team of Local Community Officers to support, recruit, liaise with and develop volunteer and community supporters to care, open, use and raise money for the CCT's collection of historic churches.

They will head the Church Planning process for the region, ensuring every church maintains and develops their co-created Church Plan.

Key relationships

The Lead Local Community Officer will manage a team of regional Local Community Officers. They will also manage their own portfolio of churches which will involve engaging with volunteer and community supporters, friends and community groups.

The Lead Local Community Officer will work with a range of teams across CCT, including; Communications, Conservation, Fundraising and Finance.

Key duties and responsibilities

Manage the regional Local Community Officer team

The post holder will lead and support the regional Local Community Officer (LCO) team and will:

- Provide effective leadership, direction and support
- Set LCO team and individual priorities and work programmes
- Provide motivational, coaching and mentoring support to LCOs to help them achieve a consistently high level of quality support to volunteer and community supporters
- Support, monitor and evaluate performance against the agreed standards and KPIs
- As part of the Regional Management Team, help to establish regional priorities, and develop initiatives to deliver regional plans
- Work with other Lead Local Community Officers to ensure good support for Local Community Officer Teams and offer peer to peer support.

Community and Volunteer engagement and support

Support and enable communities and volunteers to sustain their church, to raise funds, to hold events, and to provide inspiring interpretation, visitor services and care of the buildings.

- Establish and develop links with local communities, stakeholders and agencies
- Understand the locality and its needs
- Promote the CCT church as an important local asset and visitor attraction
- Introduce and demonstrate models for communities' support at CCT churches
- Empower communities and volunteers to develop use of churches within a CCT policy and procedural framework
- Document community activity with statistical information, digital media and reports
- Draft, agree and publish church plans and any necessary partnership agreements or memoranda of understanding with third parties active at our churches
- Offer information, advice and guidance to communities around such concerns as regulatory requirements, good governance, charitable status and funding requirements.

Communications and Networking

The Lead Local Community Officer will ensure that communities and volunteers have appropriate and timely contact with CCT.

- Organise and facilitate community and volunteer gatherings to enable networking and to address specific topics.
- Contribute to all public and internal communications channels
- Communicate CCT policies, procedures and guidance on successful approaches, to ensure sustainable community and volunteering activity
- Review, respond to and relay messages relating to churches in your area in a timely way
- Support local communities with marketing and awareness
- Ensure we recognise and thank communities for their support

Church Operations

The post holder will take primary responsibility for all day to day church operations and community activities.

- Respond to questions on behalf of the CCT regarding all aspects of the building, with the support of the Estates Officer and Conservation Projects Manager as necessary
- Be a key point of contact for church specific enquiries
- Support the CCT events booking procedure
- Ensure risk assessments, audits, six monthly checks and other mandatory reports are completed and submitted

Administration

The post holder will ensure that individuals' and groups' data and information is stored and maintained accurately and securely:

- Ensure good standards in communication and information management using The Trust's systems and processes
- Ensure accurate and current data is available on CCT's CRM database
- Ensure our work with individual volunteers follows The CCT volunteer management process
- Contribute data and information to enable effective reporting on KPIs and share relevant data with communities
- Manage delegated budgets, as required
- Contribute to regional plans

Support Projects

Support developing funding applications, facilitate strong links with local trusts and other funding bodies, and participate in community consultation during active projects

Role Requirements

Work as part of a supportive national team of Local Community Officers, maintaining regular contact through

- Attendance at catch ups with the Lead Local Community Officer
- Out of hours telephone cover on rota
- Attend regular team meetings
- Attendance at regional and national meetings as required
- A willingness to travel regularly across the region, using public transport where possible.
- Access to own vehicle with valid MOT, adequate insurance cover and a valid licence.
- Occasional weekend and evening work.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional information:

Lone working

This role involves regular lone working. We have lone working procedures in place to support all staff undertaking lone working.

Driving licence

This role involves regular travel to sites that are not always accessible by public transport. Therefore, the successful candidate will need to have a clean driving licence and access to their own car

Regular travel

This role involves regular travel across the region. You will be expected to use public transport as far as possible.

Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness

- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We also expect our staff to share this commitment.**

Person Specification: Lead Local Community Officer

Essential Criteria

	Essential Criteria	How this will be assessed
1	Significant experience of training, developing and managing staff and volunteers to achieve targets.	Application/ Interview
2	A track record of running successful projects and events involving volunteer and community supporters	Interview
3	Experience of engaging and supporting people to work together to initiate, develop and support activities in local communities	Interview
4	Excellent planning, budgeting and project management skills	Interview
5	Strong IT skills and the ability to be administratively self-sufficient	Application/Interview
6	Excellent interpersonal skills; able to motivate others, with a strong customer service focus	Interview
7	Excellent verbal, written and presentation skills	Interview/presentation
8	Resilient and self-confident	Interview/presentation
9	Interest in the CCT's aims and objectives	Interview
10	Ability to drive	Application

Desirable Criteria

	Desirable Criteria	How this will be assessed
1	A relevant qualification/significant training in volunteer/people management and training others (for example, train the trainer)	Application

2	Awareness of relevant legislation relating to working with volunteer and community supporters	Application / Interview
3	Preparing and developing funding bids	Application

Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

Employee benefits

- Membership of the generous Civil Service Pension scheme
- 27.5 days annual leave provision, rising to 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- 20% staff discount on Champing at CCT sites

How to apply

If you would like to apply for this role, please click **here** where you will be directed to our online recruitment system. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **9am on Monday 23rd January 2023**.

A 'Familiarisation Site Visit' in location will be held on **Tuesday 31st January 2023 in Essex/ Hertfordshire** for shortlisted candidates.

Interviews will be held in **early February 2023 via Teams**. Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email recruitment@thecct.org.uk.