



## **Job Description**

- Job Title:** Community Engagement Coordinator
- Base:** Eastleigh with options for hybrid working and flexibility/willingness to travel & work in other locations in Hampshire.
- Salary Band:** E
- Hours:** Full Time (37 hours per week). Some evening and weekend working may be required
- Reports to:** Voluntary Sector Engagement Manager
- Contract:** Permanent (subject to funding)

Community First is a registered charity and a company limited by guarantee. We are an independent organisation with a diverse membership of 450 charities, not for profit organisations and community groups. We deliver services to meet community needs and leverage the expertise, diversity and scale of our members - offering services, advice and support to individuals and communities.

We provide direct support with fundraising, mobilising volunteers, raising awareness and connecting local groups and residents to work together to find local solutions, operating across Hampshire and already embedded in partnership working in East Hampshire, Fareham, Havant, New Forest and Winchester, we are excited to be expanding our operations to Eastleigh Borough in April 2024.

## **Job Purpose**

To provide high quality, effective and targeted support and guidance to voluntary and community groups & residents in Eastleigh Borough. Promoting local voluntary and community action, innovation and sustainability in service delivery. Providing one-to-one support to organisations where necessary whilst encouraging self-help practices to those organisations that are able to self-serve. Specific outcomes we're seeking to achieve are

- A strong, resilient and well networked Voluntary Community & Social Enterprise (VCSE) sector in Eastleigh, that are supported with easy access to advice and guidance, particularly regarding fundraising, governance & volunteering.
- An increase in formal and informal volunteering, where local residents are supported to work together and with VCSE organisations to find local solutions to local problems.

## **Responsibilities**

- To work collaboratively as part of the Voluntary Sector Capacity Building Team and wider Community First staff team to offer a quality support service to Eastleigh Borough VCSE organisations.
- To build a good knowledge of local VCSE organisations across Eastleigh Borough, identify the opportunities and challenges faced by the sector and provide opportunities for networking, partnership and collaboration.
- Provide guidance to VCSE organisations on all aspects of fundraising and income generation. Ensuring regular funding information is shared, offering mentoring, guidance and a programme of training, in partnership with our Training Team, to support VCSE organisations to achieve their aims and to be resilient and sustainable.
- Actively mobilise VCSE organisations and residents to volunteer, ensuring VCSE organisations have the tools, skills and procedures required to recruit, train and manage volunteers.
- Promote volunteering across Eastleigh communities working in partnership with our Volunteer Team to promote the wellbeing benefits and impact of social action on residents and communities. Providing support for grassroots social action, empowering residents to work together to the benefit of their community.
- Attending key partnership meetings in the Borough to represent the voluntary sector and explore opportunities for collaboration.
- Plan and deliver an Annual Eastleigh Showcase Event, showcasing the VCSE sector and its impact across the Borough whilst providing the opportunity for organisations to network.
- Proactively promote membership of Community First, in partnership with our Marketing team and Membership Officer
- Provide regular good news stories and information to Community First's Marketing Team and commissioned PR Company. Contribute and post to Community First social media and #EastleighConnects web page, ensuring it remains informative, fresh and up to date.
- Support the development and implementation of new digital approaches including self-help resources, toolkits and use of AI.
- Record in our CRM and produce timely and accurate reports showing outputs and outcomes delivered against set targets, measuring the impact of the work.
- Undertake any other duties which are relevant to the post and/or duties which may be requested, and which are relevant to this service/ SLA agreements and contracts
- Ensure all key performance measures set out by Eastleigh District Council are met.

## **Standard Terms Common to all Job Descriptions**

- To promote Community First's commitment to equality, diversity and inclusion.
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.

- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post.

### **Person Specification**

- Ability/Transferable skills to support, empower and mobilise voluntary and community organisations.
- Ability to work with grassroots organisations and local residents to galvanise social action.
- A working knowledge of Eastleigh Borough and/or willingness to learn and 'get to know' the neighbourhoods and communities
- Ability to gain a good working knowledge of legal structures and governance requirements for community and voluntary groups.
- Understanding of constructing funding bids/grant applications and a good working knowledge of major and smaller grant making bodies.
- Effective communication skills, including the ability to network across all sectors.
- Good presentation skills and a willingness to present in meetings.
- A good up to date working knowledge of the voluntary sector generally and the challenges and opportunities.
- Knowledge of partnership working with public, private and voluntary sector organisations and supporting local partnerships.
- Understanding of community engagement, mapping services and identifying gaps.
- Ability to work on your own initiative and as part of a wider team.
- Excellent administrative and organisational skills, including time management, and record keeping, to meet multiple deadlines and agreed objectives and targets.
- The personal resilience and ability to work under pressure, meet deadlines and embrace change and transformation.
- A willingness to work outside the office environment, occasional unsocial hours including weekends and evenings and travel throughout Hampshire.
- Experience of Microsoft applications, including Word, Excel, Google Docs / Mail and PowerPoint
- A commitment to the principles of equality, confidentiality and data protection.