

JOB DESCRIPTION

JOB TITLE:	Community Engagement Officer
CONTRACT:	12 months fixed term
HOURS:	20 hours per week
SALARY:	£22,628 per annum (pro rata)
ANNUAL LEAVE:	32 days holiday plus public bank holidays (pro rata)
RESPONSIBLE TO:	Business Development Manager
DBS CHECK:	Not Required
Post funded by:	National Lottery Awards for All

PURPOSE OF THE ROLE

To act as a point of contact between our organisation and members of the community in order to improve awareness of and access to advice services. You will be:

- Providing face-to-face support to members of the public who drop-in to reception in our main office in Barnsley by delivering information, 'light touch' advice and signposting/making referrals.
- Attending face-to-face community outreach events all across Barnsley to promote our services.
- Assisting with networking and communications via production of posters, leaflets, newsletters, social media etc.

KEY RESPONSIBILITIES

- Complete our 'Information Assistant' training pathway so you are qualified to provide information, 'light touch' advice and signposting/referrals.
- Take responsibility for opening and staffing reception.
- Attend appropriate community events across Barnsley to promote our services and build relationships with other local partner organisations.
- Update spreadsheets and trackers to monitor client interactions/attendance and ensure all collected data is accurate, kept in an orderly manner and confidentiality is maintained.
- Assist with the production of posters, leaflets, newsletters, social media etc and ensure digital and physical display boards are kept up to date.
- Support our research and campaigns work by assisting with surveys and providing information about client's circumstances, statistical information and nature of cases.
- Work with the Training Officer to support the development of Admin/Reception Volunteers.
- Update client records on our electronic case management system.
- Keep up to date with legislation, policies and procedures and attend training as appropriate.
- Attend appropriate internal and external meetings as agreed with your Line Manager.
- Work within Citizens Advice policies and procedures and uphold the Aims and Principles of the Citizens Advice Service at all times.
- Carry out all duties in accordance with relevant health and safety legislative requirements, adopting safe working practices in all workplaces.

- Undertake all other duties and responsibilities as agreed from time to time commensurate with the grade and nature of the post.

PERSON SPECIFICATION

COMMUNITY ENGAGEMENT OFFICER

ESSENTIAL

1. At least 1 years recent experience of working in a customer facing environment.
2. Ability to communicate effectively and sensitively, with a wide range of individuals both face-to-face and by telephone/email/video call.
3. Available to work a total of 20 hours per week, ideally spread across 4 or 5 days. Some flexibility will be required but it is anticipated that the rota will include at least 3 mornings per week.
4. Ability to travel to community locations across Barnsley.
5. Able to work on own initiative and as part of a team.
6. Numerate and computer literate. Able to use IT packages, including word processing / spreadsheets / email / electronic diary
7. Good time management skills and ability to prioritise tasks and work to deadlines.
8. Ability to establish and maintain good working relationships with external and partner referral agencies.
9. Ability to summarise information, record it accurately and concisely and maintain effective administrative systems.
10. Understanding of the need for confidentiality and non-judgemental approach to advice provision.
11. Able to commit to and work within the aims, principles and policies

of the Citizens Advice service.

12. Has a good, up to date understanding of equality and diversity and its application to the provision of advice

DESIRABLE

1. Experience of using Citizens Advice case recording system
2. Experience of using Graphics Packages
3. Experience of using Social Media
4. Experience of working with or managing Volunteers