# ROLE PROFILE

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| **Job Title:** | Community Connector | **Reporting to:** | Community Partnership Manager |
| **Directorate:****Team:** | Development and PartnershipsRegeneration and Partnerships | **Location:** | Any location across the business |
| **Purpose of the role:**  |
| To engage, support and bring together; customers, the community and stakeholders to bring to life Thirteen’s vision of creating resilient, thriving and sustainable communities where people feel empowered, involved and proud of where they live |
| **Key accountabilities and job content:**  |
| * To fulfil the requirements as set out within the Tier 6 profile
* To develop innovative engagement techniques to support customers, groups, and organisations to develop aspirations and a vision for the neighbourhoods in which they live and work
* Using demographics, community intelligence and data to identify both tangible and intangible community assets, strengths, and opportunities
* Identify and create new community groups within our neighbourhoods and nurture existing ones
* To attend/lead local meetings with stakeholders and the community to maximise the support offer and networks available for customers with the overarching goal of creating sustainable/self-driven groups
* Work with local organisations and groups, helping them to engage and support their communities at the grass roots level and build local connections with like-minded organisations
* Work with stakeholders internally and externally to understand, promote and target local support interventions to communities who need them most
* Contribute to developing and embedding robust organisational processes, and practical tools that support, nurture, and empower communities to work effectively to become self-sufficient
* Contribute to the development of a community engagement toolkit and a resource library of community interventions which promote resilience and sustainability
* Work with internal colleagues to support the roll out of new interventions and projects to ensure we are doing things with, not to the community
* Contribute to the development and delivery of a range of interventions which empower communities to prepare, respond and recover from adverse situations
* Contribute to the development of an effective monitoring framework, to capture outcomes to evidence the impact of our work
* Undertake research to identify potential funding opportunities
* Undertake assessment of needs to develop and deliver appropriate training and support using a range of methods and media to a range of diverse individuals and groups
* Play a key role in developing a volunteer community ambassador programme
* Identify, engage and work with community ambassadors to develop resilience, sustainability and self-sufficiency
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| **Qualifications:** |
| * Educated to A Level or equivalent experience
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| **Knowledge, skills and experience:**  |
| * A strong track record of building networks and meaningful connections between people and organisations in a way that ensures their sustainability and success
* Significant experience of working in a challenging customer-facing environment and/or community engagement roles
* Experience of working with and supporting volunteers
* Ability to identify, engage with and nurture potential community ambassadors
* Knowledge and /or experience of regeneration and/or community development and a demonstrable understanding of current regeneration and community resilience issues
* Experience of developing and delivering training programmes to diverse groups of people, both face to face and online
* Good understanding of best practice and regulatory requirements in safeguarding the wellbeing of people
* Good organisational skills and proven ability to work off own initiative
* Excellent communication skills, both verbal and written
* Ability to effectively use a range of IT and media to maximise the use of technology as appropriate
* Full UK driving licence and access to a vehicle and able to travel across the region as required
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| **Role requirements and demands:**  |
| **Solving problems:** | Day to day, localised problem solving that includes the consideration of a number of issues and requires the analysis of information or situations |
| **Making decisions:** | Day to day, localised decision making that involves the interpretation and application of policies, procedures, guidelines and criteria to specific situations and can impact upon others |
| **Communicating:** | Provides information on complicated matters. Uses tailored communication skills in relation to specialist/technical issues where required |
| **Financial responsibility:** | Low level spending – *Engagement incentives* |
| **People management responsibility:** | No – possibly volunteers |

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| *For Reward Team use only* |
| Version 1 | March 24 |