# ROLE PROFILE

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| **Job Title:** | Community Connector | | **Reporting to:** | Community Partnership Manager |
| **Directorate:**  **Team:** | Development and Partnerships  Regeneration 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 | | | | |
| **Qualifications:** | | | | |
| * Educated to A Level or equivalent experience | | | | |
| **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 | | | | |
| **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 |