**TITLE OF POST: Community Engagement Team Member**

**GRADE: SC4**

**RESPONSIBLE TO: Community Relationship Manager**

**MAIN PURPOSE OF JOB:**

Under the guidance of the Community Relationship Manager, to undertake the support and delivery of duties within the function which contribute to the provision of an excellent service,

whilst ensuring the effective use of resources. To support department managers, in the delivery

of exceptional services to our community and key stakeholders.

# 1 GENERAL DUTIES

* 1. To work effectively and efficiently to support line management in the delivery of the department’s aims and objectives.
  2. To maintain appropriate and robust information systems within the department.
  3. To maintain positive and effective liaison links with organisations and partners as appropriate.
  4. To support the preparation and production of a variety of quality information for inclusion in management and departmental reports.
  5. To ensure compliance with the Data Protection Act and to ensure data security is maintained.
  6. To ensure relevant knowledge is up to date.
  7. To identify and recommend areas of potential improvement.
  8. To represent the function at internal and external meetings and events and take minutes when required.
  9. To support the activities of the function and diary management for line management where required.
  10. To support colleagues with their work as required.
  11. To attend internal and external training courses as necessary.
  12. To undertake any other duties as appropriate to the role.

**2. ROLE SPECIFIC DUTIES**

2.1 Provide awareness of community safety within targeted community groups.

2.2 Support community safety talks and advice to individuals and community groups.

2.3 Support partnerships with statutory and voluntary community organisations to enable contact with individuals and community groups.

2.4 Provide referrals for Home Fire Risk Assessments and additional advice within targeted community groups.

2.5 Provide effective communications internally and externally co-ordinating to exchange of information.

2.6 Support in the development of policy and initiatives to promote community safety within the community.

2.7 Support evening and weekend events to deliver and promote community safety and recruitment as required.

2.8 Support and actively encourage recruitment opportunities within the community through the promotion of Tyne and Wear Fire and Rescue Service core values.

2.9 To work in collaboration with the recruitment department with regard to workforce

diversification

2.10 Provide administration in the statistical information as required, supporting and informing management decision making.

2.11 Administer the organisation, co-ordination and facilitation of events, conferences and seminars whenever necessary.

2.12 Provide administration in the collection and collation of relevant information to support evaluation and monitoring of community safety initiatives.

* 1. Provide administrative and clerical duties as required.

1. **HEALTH AND SAFETY (GENERAL POLICY)**

3.1 By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-

* + Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
  + Work with machinery, equipment and substances in accordance with information and training provided.
  + Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.

3.2 Report any hazardous defects in plant and equipment, or shortcomings in the existing

safety arrangements, to a reasonable person without delay.

1. **EQUALITY AND DIVERSITY (GENERAL POLICY)**

4.1 To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.

4.2 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.

4.3 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

1. **SAFEGUARDING**

5.1 To promote the application of the Authority’s Safeguarding Policies.

**6 ENVIRONMENT STRATEGY**

6.1 To demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.