



South Tyneside Council

REGENERATION AND ENVIRONMENT

JOB DESCRIPTION

POST TITLE: Community Engagement Officer

GRADE: Band 6

RESPONSIBLE TO: Green Space Team Leader

Overall Objectives of the Post:

To lead and co-ordinate on all issues relating to volunteer groups across South Tyneside, specifically those operating within parks, cemeteries and open spaces.

To work with volunteer groups to identify opportunities for external funding to support the Council's aim and objectives, and work with the groups to develop bids.

Key Tasks of the Post:

- 1. *You will be responsible for developing and maintaining the Volunteer Handbook, ensuring proposed and existing groups adhere to agreed policies and procedures. You will:***
 - Develop, maintain and adapt the Volunteer Handbook, ensuring it is fit for purpose and covers all relevant legislation.
 - Ensure all new and existing groups adhere to all policies and procedures outlined within the handbook.
 - Advise senior officers and members of any changes in legislation that impact sections within the handbook.
- 2. *You will support new proposed groups in their aspirations to become an established volunteer group, which is approved by the Council. You will:***
 - Be the key point of contact for all new enquiries relating to volunteering within parks, cemeteries and open spaces.
 - Advise new groups of the Council's protocols, procedures and approval process for becoming a new group.
 - Work with new proposed groups to support them in their application process, including but not limited to, developing a constitution, Health and Safety requirements etc.
 - Advise senior officers and members and prepare documentation as part of the approval process (for any new group to be formally established).
- 3. *You will support established volunteer groups on a daily basis. You will:***
 - Fully engage with all established volunteer groups, ensuring you maintain an awareness of key issues and any proposals the group has.
 - Manage and maintain records, including but not limited to, Health and Safety, event management etc.

- Facilitate discussions between groups ensuring their aims and objectives complement each other and those of the Council.
 - Work with other officers, members and other stakeholders to support the work of the various groups.
- 4. You will identify external funding opportunities for the various groups and support them in their application process. You will:**
- Monitor various funding streams to assess relevance regarding each group and project.
 - Advise the groups of any potential opportunities.
 - Work with the groups to support any application for external funding.
 - Ensure that any funding received is allocated appropriately and to the correct project(s).
 - Ensure compliance with any funding requirements.
- 5. You will be responsible for delivering a high quality, customer focussed service and contributing to a great team. You will:**
- Respond to any queries or concerns in a timely manner.
 - Act respectfully towards all volunteer groups and stakeholders, including but not limited to, elected members, officers and members of the public.
 - Prepare responses for any member, MP or customer enquiry/complaint, which will be ultimately approved by the Building and Compliance Manager.
 - Liaise with and assist other colleagues and members of the Green Space Team, specifically in relation to any volunteer related issues.
 - Demonstrate total professionalism and added value diversity.
- 6. You will be responsible for making a corporate contribution. You will:**
- Deliver services and contribute towards the Council's objectives.
 - Ensure that all policies, practices, legislation and codes of practice are adhered to.
 - Ensure that information is clearly communicated.
 - Relate your work to the Members and people of the Borough in a way that makes sense.
 - Attend meetings as required by the needs of the wider Green Space Team and assist in the preparation of reports to officers and Members of the Council.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: NG/KDS
Date: 17/06/20