

Community Support Officer

Bishop Auckland Town Council

Job Description

Post Title: Community Support Officer

Hours: 20 hours per week (flexible, including evenings and weekends as required)

Contract: Permanent

Salary: Bishop Auckland Town Council Scale LC1 (FTE Salary of £30,599-£33,633)

Responsible to: Deputy Town Clerk

Location: Bishop Auckland (with some off-site working)

Job Purpose

To support Bishop Auckland Town Council in engaging effectively with community groups, voluntary organisations, and local partners. The postholder will promote community involvement, develop networks and partnerships, and assist in the delivery of council-led events and projects, helping to ensure that the Council remains responsive, visible, and connected to the community it serves. As well as completing funding applications.

Duties and Responsibilities

Community Engagement

1. Act as a point of contact between the Town Council and the local community.
2. Develop and maintain effective relationships with community groups, voluntary organisations, schools, faith groups, and local businesses.
3. Encourage community participation in council initiatives, consultations, and projects.
4. Gather and relay community feedback to officers and councillors to support decision-making.

Networking and Partnership Working

5. Represent the Town Council as delegated at: meetings, forums, and networking events as required.
6. Develop and grow partnerships with external organisations to support local priorities and projects.
7. Identify opportunities for joint working, collaboration, and external funding including grant application submissions.

Events and Projects

8. Support the planning, promotion, and delivery of town council events and community projects alongside the Deputy Clerk.
9. Attend and assist at events, including some evenings and weekends, as required which would include but not exclusively Youth Awards, Remembrance Parade and Heritage Fayre.
10. Ensure activities are delivered effectively and safely with the relevant permissions such as SAG, Risk Assessment etc.

Communications

11. Assist with the promotion of council and community activities through appropriate communication channels, including newsletters, social media, and the council website in the absence of a media officer or PR contractor.

Administration and Reporting

12. Maintain accurate records of engagement activity, contacts, and outcomes.
13. Prepare reports, updates, and information for council meetings, officers, and councillors as required.
14. Support consultations, surveys, and grant-related activity linked to community engagement.

General

16. Comply with the policies and procedures of Bishop Auckland Town Council.
17. Observe confidentiality at all times.
18. Undertake training and development as required.
19. Carry out other duties commensurate with the role, as directed by the Deputy Town Clerk.

Person Specification

Essential

- Experience of community engagement, partnership working, or stakeholder liaison
- Strong communication and interpersonal skills
- Ability to build positive working relationships with a wide range of people
- Good organisational skills and the ability to manage multiple tasks
- Willingness and ability to work flexible hours, including evenings and weekends
- Competent IT skills, including email and document preparation

Desirable

- Experience of working within a town or parish council, local authority, or voluntary sector
- Experience of supporting or delivering community events
- Knowledge of Bishop Auckland and local community networks
- Experience of consultation, surveys, or community engagement activities

Additional Information

This post may be subject to a DBS check due to the delivery of this role.

Time off in lieu or flexible working arrangements will apply for evening and weekend work, in accordance with council policy.