



Job description

Job Title: Communities Support Officer

Grade: Band 5 (job family)

Directorate: Housing and Communities

Reports to: Community Policy Officer

Purpose of the job

To support the Council in its commitment to help and support our communities, working alongside a range of community focussed teams and partners. Providing support and assistance to the Community Policy Officer to ensure a high performing, efficient, effective and customer friendly service that enables independence for our residents as well as empowering communities to help themselves and each other.

This role will include a specific focus on increasing marketing and promotional activities to progress the council's assistive technology offer, supporting delivery of the council's community grants scheme, and assisting in delivering an effective response to community needs as they arise. The postholder will also lead on raising awareness of the outcomes achieved through the council's community partnerships and projects

Main Areas of responsibility

- To build a strong understanding of communities across the Borough of Melton and the services and support that are needed to enable communities to thrive
- Assist in the co-ordination of a needs-led local response service for local, national or global developments which have a community impact (for example, Covid 19, Ukraine response, Cost of Living)
- Assist in the marketing, promotion, and delivery of a highly effective and quality assistive technology offer for the residents of Melton. This is with a view to achieving a self-sustaining model.
- Assist the Community Policy Officer in raising awareness of, supporting, and embedding the Countywide Lightbulb offer in Melton, to support people to live independently at home
- Assist the Community Policy Officer in ensuring effective delivery and awareness of the Disabled Facilities Grant (part of the Lightbulb offer)
- Assist the Community Policy Officer in delivery and promotion of the council's Community Grants scheme and outcomes achieved
- Assist in marketing, administering, delivering and promoting the council's community lottery and outcomes achieved

- Support with liaison with Parish Councils including attending meetings
- General administrative support as required.

Key stakeholders – the post holder will work with the following key stakeholders (not exhaustive) to ensure high standards of service:

- Community Policy Officer – Line Manager
- Private Lifeline Officer
- Colleagues across the Directorate such as Housing, Physical Activity Officers, Case Management
- Colleagues across wider Council Directorates such as Comms and Corporate Engagement
- Harborough District Council, Lifeline services
- Parish, District and County Council Colleagues
- A wide range of community and voluntary sector partners
- External Lottery Operator and the Gambling Commission

Additional information

Provide practical and administrative support to the Community Policy Officer to maintain and enhance the end-to-end customer journey across all service areas.

Create and/or maintain working relationships with partner agencies, stakeholders and the third sector relevant to the service.

Assist the Community Policy Officer to ensure all relevant statutory returns are completed accurately and to provide other statistical information such as FOI requests as directed

Assist with the management of data including the creation and compliance of retention schedules, privacy notices and Information Sharing Agreements

Ensure a proactive approach to engaging with members of the community and stakeholders.

Provide administrative support to the wider directorate as required (e.g. booking meetings, minute taking).

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Date reviewed: June 2022	Reviewing Manager: Ryan Ebdale
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Person specification

This is a varied and diverse role with the need to think dynamically and innovatively and often to work at pace to respond to emerging needs, whilst also ensuring the responsibilities of the substantive role are maintained.

Ability to understand data and information and use this to guide service delivery

Experience and / or the ability to demonstrate knowledge and skills around marketing and proactive engagement of/with services and community partners (highly desirable)

The ability to work at pace, flexibly and dynamically, continuously prioritising in order to address unexpected demands.

The ability to use initiative, work independently and to make suggestions to achieve outcomes

The ability to manage workload across a range of priorities.

Good communication skills

Confidence to liaise with a range of stakeholders, including attending partnership meetings as required

The ability to provide information to help inform the development of services and partnerships

Awareness of and compliance with own health and safety requirements.

Excellent working knowledge of Microsoft Office suite of applications.

Be a proactive, motivated member of the communities team

Qualifications – Educated to GCSE level or above.