JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Community Builder

Reports to: Area Community Development Manager (ACDM)

Based at: Regional as defined in the Help for Heroes Ways of Working Policy. There will be a requirement to regularly travel within a 20-mile radius of your allocated regional town/ location. Travel beyond your allocated location may also be required to meet the needs of the charity. You must also be based within a 30-minute commute of the allocated location to ensure regular and reliable travel. A full UK Driving Licence and access to a reliable vehicle with business insurance for work purposes is required for this role. The regional locations are detailed at the end of this document, one role per region unless otherwise stated.

Hours: 35 hours per week to be worked over 5 days, Monday – Sunday, including evening and weekend work as required by the company. Due to the nature of the role, flexibility in working hours is necessary to ensure that a total of 70 hours is worked over a two-week period.

The client group for this role are members of the armed forces community and their families who are facing challenges. This includes those who may be ill, disabled, or elderly and those who may have care and support needs as a result. Given the potential needs of the client group, and as requirements of this role fall within regulated activity, this position is subject to an enhanced DBS check or country equivalent checks.

Anyone connected with Help for Heroes may be at risk and/or vulnerable/temporarily vulnerable, either by statutory definition or through circumstance. Help for Heroes is committed to safeguarding and ensuring the welfare of vulnerable adults, children, and young people and expects all employees and volunteers to share this commitment.

Job Purpose	Responsible for delivering a reshaped participation and connection strategy, informed by asset-based community development, which delivers on the charity's objectives for enhancing reach and positive impact for members of the Armed Forces community facing challenges. This role is crucial in creating a supportive environment, and opportunities for participation and connection, with the aim of

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Sensitivity: Operational

	helping improve the lives of members of the Armed Forces and their families who are facing challenges. This role will require both frequent travel and regular out of hours working.
Accountabilities	This post sits within the Community Development team which is part of an integrated services team under the leadership of the Services Director. Operational leadership of Community Builders is held by the Head of Community Development and Participation and delegated through the Community Development leadership team. The post holder is accountable for the delivery of the provisions of the Community Development Framework and Service Standards. This extends to the following Ensuring the operational implementation of strategy to realise our objectives by – • Contributing to the delivery of an integrated, community development and hybrid volumizing offer which improves reach and sustained positive impact for members of the Armed Forces community. • Ensuring excellence in Community Development practice and quality assurance against operational requirements. • Closely collaborating with other teams and colleagues to optimise service delivery, impact, accessibility, and visibility across the Armed Forces community. • Collaborating with commercial and marketing colleagues to generate, visibility, funding opportunities, and income. • Increasing the depth, reach, and impact of our knowledge and insight through relationships and partnerships which deliver positive effect for the Armed Forces community. • Integrating advocacy, lived experience, and co-production to shape the charity's work and influence others. • Contributing to financial control. • Deputising for the ACDM where required.
Main Responsibilities	• Work under the Head of Community Development and Participation to develop and deliver implementation plans supporting the objectives of our Live Well 2032 strategy. • Deliver outreach to drive local connection, engagement, and participation opportunities for the AFC. • Develop and embed an ABCD informed way of work, supporting participation and grassroots collaboration. • Establish and nurture relationships with individuals, groups, organisations, and other stakeholders to enhance support for the AFC and their local community. • Develop referral pathways, in and out of Help for Heroes, for the AFC, in accordance with their needs and interests. • Organise and facilitate community meetings to share ideas, encourage collective decision-making, and build a sense of belonging.

	• Conduct assessments to identify the needs, strengths, and assets of the local community. • Providing particular attention to the needs of veterans in devolved nations (If applicable for regional area) • Establish and maintain an awareness of both formal and informal community activity and provision; sharing this information across the locality, and across regions, to promote increased participation. • Encourage, and pilot, community led action in response to local AFC needs and interests through peer led/co-designed initiatives. • Advocate for the needs and concerns of the AFC at various levels, ensuring their voices are heard and respected. • Increase awareness of the challenges faced by military personnel, veterans, and their families. • Support motivated individuals to transform ideas into action for the benefit of themselves and others. • Manage a 'Building Block' collaborative commissioning fund, to get local ideas off the ground. • Support the recruitment and management of volunteers as appropriate. • Collect and evaluate the impact of local community building to enable consistent monitoring and evaluation. • Work with the local community to recognise and celebrate their achievements, reinforcing a positive community culture. • Identifying and managing internal and external referral pathways as determined by needs. • Overseeing the maintenance of high-quality records. • Accountable for line management functions as required. • Engaging in 1:1and group line management supervision as required. • Engagement with external stakeholders and networks. • Meeting the travel requirements of the position. (Within a working day travel is to be expected where required for performance of duties. (Absence from home may be required on occasion.) • Actively promoting the charitable aims of the organisation. • Upholding and adhering to the Help for Heroes values and behaviour framework. • Working to our *Professional Conduct Procedure,* as well as the professional standards of any additional professional body of which you are a registered member.
Essential Qualifications:	• A Community Development qualification. • And/or 3 years minimum operational skills and experience in Community Development or related field.

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Essential Knowledge, Skills & Experience	• Minimum of 3 years working in a community development, or similar role, with responsibility for bringing about social change and improving quality of life. • A full UK driving license • Excellent communication and interpersonal skills, with the ability to develop relationships which lead to actions. • Experience of engaging and working collaboratively with partners/ stakeholders. • Development and implementation of outreach initiatives (e.g., campaigns, events, physical installations, posters, activities) to drive the recruitment of the AFC into local opportunities. • Ability to understand community requirements and collaboratively create proposals and/or opportunities to meet needs. • Good organisational skills, including the logistical elements of events and activities (e.g., room booking, catering, transport, order supplies). • Experience in leading and facilitating days of activity including, but not limited to set-up and take down. • Able to manage varying interests, and potential conflicts, with confidence and sensitivity. • Ability to work flexibly - both independently and as part of a team. • Knowledge and experience of creating content for, and using, different social media platforms to promote initiatives. • Excellent time management skills with the ability to prioritise competing deadlines. • Demonstrable experience within an integrated multi-disciplinary service. • Proven to be highly skilled in communicating in a collaborative, compassionate, ethical, and supportive manner with colleagues, service users, and stakeholders • Evidence of being an effective decision maker employing good reasoning and judgement skills, capable of taking independent action when undertaking duties remotely from others and reporting back to line manager and others as required. • Experience delivering co-designed / co-delivered initiatives. • Ability to liaise with a wide range of internal and external stakeholders, and cross sector organisations, to increase opportunities and impact. • Confident and competent in a forward facing role with a variety of audiences in different situations. • Competent in the use of computers, electronic client management systems and particularly the use of Office 365 and Teams.

	• Proven ability to work and manage effectively as part of a dispersed team. • Understands the importance of self-care and upholds personal responsibility for maintaining fitness to practice.
Desirable Knowledge, Skills & Experience	• Educated to degree level in a relevant field (social science, community development, health and social care), or equivalent. • Previous experience working with members of the AFC, military, and veteran support organisations. • Experience of monitoring and evaluation. • Ability to build and lead community-based teams. • Experience of recruiting and supporting volunteers. • Experience in advocacy or lobbying for community needs and concerns. • Evidence of on-going personal and professional development which supports the position of a senior practitioner / service manager. • Understanding of the Help for Heroes recovery ethos and holistic approach. • Has sector experience – charity/military. • Experience in the facilitation and delivery of community-based services. • Experience of facilitating beneficiary involvement and co-production.
Key Competencies & Behaviours	• Demonstrates the ability to build rapport quickly. • Displays a positive, empathetic, patient, polite and friendly manner. • Understanding of professional boundaries and how these shape effective working relationships with beneficiaries. • Understands fundamental principles of safeguarding, cultural awareness, first aid, mental wellbeing, inclusion and working with vulnerable adults. • Manages challenging situations and behaviours in a calm and appropriate manner, even when under pressure. • Displays the highest levels of integrity, confidentiality, and commitment. Understands levels of accountability. • Is well organised, responds quickly to changing demands and demonstrates strong skills in prioritisation and time management. • Can work within a range of environments, locations and working cultures, adapting personal style and delivery method accordingly. • Capable of delivering with minimal direction. • Attention to quality and detail in all aspects of work.

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	• Demonstrates an ability to work as part of a team and be a flexible team player. • Demonstrates self-motivation and good organisation. • Communicates in a professional and friendly manner. • Has the ability to inspire and convey the power of social engagement. • Possesses the capacity to work collaboratively with others. • Can embrace the organisational ethos and the process of recovery and to hold a focus on recovery progression. • Can demonstrate flexibility regarding hours of work, including routine out of hours/ evening work and occasional weekends in line with beneficiary / service needs.

I have read and understood the Job Description:

PRINT NAME: ……..

SIGNED: ……..

DATE: ……..

HELP for HEROES
SUPPORT FOR OUR WOUNDED

The regional Locations are as follows:

Belfast x 2
Birmingham
Blackburn
Cardiff
Colchester
Edinburgh
Glasgow
Greater London
Inverness
Leeds
Liverpool
Maidstone
Manchester
Middlesbrough
Newcastle
Norwich
Nottingham
Plymouth
Portsmouth
Sheffield
Truro
Wrexham

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