

Role Profile

September 2024



Job Title: Community Engagement Executive
Report to: Education, Research and Community Engagement Lead
Direct Reports: Volunteers
Department / Location: Reach by Nightingale Hammerson
Role Purpose: Support people to live better for longer at home by promoting our mission and content through community engagement.

Key Responsibilities and Accountabilities

- Support the creation, implementation and evaluation of the community engagement strategy
- Support with the communication and engagement between Nightingale Hammerson and Jewish organisations (including synagogues).
- Organise community engagement events and be present to support smooth delivery of the events.
- Contribute to organising and completing clerical activities associated with community engagement events.
- Liaise with the Jewish community, synagogues and other external agencies.
- Support the respective Lead to help produce reports around the activity of the department.
- Support and contribute to the successful implementation of the Community Engagement strategy, including educational and research projects.
- Impeccable customer service, including meet and greet a range of visitors and learner and make them welcome on behalf of the department and organisation.
- Develop departmental systems and process and recommend changes in working methods in order to continuously improve the workings of the department.
- Promote Nightingale Hammerson's values whilst contributing to the vision and mission of the organisation.
- Always lead by example, behaving in a manner that is professional and positive and ensure confidentiality principles are adhered to and professional boundaries always maintained and applied.

Other:

- Deal with telephone and general email enquiries effectively
- Promote positive working relationships in line with Nightingale Hammerson's values with colleagues, residents, volunteers, relatives and visitors
- Evening and weekend work with events

Standard Responsibilities

Adopt and comply with Nightingale Hammerson's values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity

- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education:

- Educated at A-Level or equivalent – essential
- Graduate level (Desirable)

Knowledge and Skills required:

- Willingness to have a positive impact in older people’s lives - essential
- Excellent, kind and caring communication skills – essential
- Good knowledge about the Jewish culture and way of life – essential
- Literacy and numeracy skills in order to produce a variety of written material and statistical information. Candidate should be capable of composing first draft response- essential
- Fluent in other languages (Spanish, French, Mandarin, Hebrew...) – desirable
- Knowledge of a variety of office administrative procedures- essential
- Excellent IT skills on Word, Excel, PowerPoint and Video call programmes – essential
- Ability to manage database systems - desirable
- Able to work flexible in order to meet the needs of the service - essential
- Ability to work on own initiative without constant guidance – essential

Experience Required:

- Experience of working in a healthcare setting or education environment - desirable
- Experience of undertaking a similar role - desirable
- Experience of project management and supporting service developments from pilot to mainstream - desirable

Additional Information

- There may be occasions where the post holder is required to work outside of standard hours.
- The post holder will be required to carry out their work across both homes and attend external meetings and to do this occasional travel will be required
- Enhanced DBS check required

Our Values



[Please click here to find out more about our values | Nightingale Hammerson](#)