



JOB DESCRIPTION

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| Job Title | Community Engagement Officer – Herefordshire, Warwickshire and Worcestershire |
| Team | West Region |
| Location | Home-based, within 60 minutes travel time of Pershore in Worcestershire. Looking after churches in Herefordshire, Warwickshire and Worcestershire. |
| Reports to | Lead Local Community Officer |
| Salary | £28,300 gross per annum |
| Duration | Permanent |
| Normal Working Hours | 36 hours net per week - includes occasional evenings and weekends |

Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 357 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Overall job purpose

This is a fundamental role within our West regional team, internally the role is known as Local Community Officer.

The future of CCT's outstanding collection of historic churches depends on communities supporting their local CCT church with funds, events, inspiring interpretation, visitor services and preventive conservation. The Local Community Officer will engage and support communities and volunteers to care for 22 historic churches across Herefordshire, Worcestershire & Warwickshire, ensuring each site achieves agreed standards.

Key relationships

You will work closely with the Lead Local Community Officer (west), regional and national colleagues, volunteers, community groups and other local stakeholders.

Key duties and responsibilities

Community and Volunteer engagement and support

Support and enable communities and volunteers to sustain their church, to raise funds, to hold events, and to provide inspiring interpretation, visitor services and care of the buildings.

- Establish and develop links with local communities, stakeholders and agencies
- Understand the locality and its needs
- Promote the CCT church as an important local asset and visitor attraction
- Introduce and demonstrate models for communities' support at CCT churches
- Empower communities and volunteers to develop use of churches within a CCT policy and procedural framework
- Document community activity with statistical information, digital media and reports
- Draft, agree and publish church plans and any necessary partnership agreements or memoranda of understanding with third parties active at our churches

Communications and networking

The Local Community Officer will ensure that communities and volunteers have appropriate and timely contact with CCT.

- Organise and facilitate community and volunteer gatherings to enable networking and to address specific topics.
- Contribute to all public and internal communications channels
- Communicate CCT policies, procedures and guidance on successful approaches, to ensure sustainable community and volunteering activity
- Review, respond to and relay messages relating to churches in your area in a timely way
- Support local communities with marketing and awareness
- Ensure we recognise and thank communities for their support

Church operations

The post holder will take primary responsibility for all day to day church operations and community activities.

- Respond to questions on behalf of the CCT regarding all aspects of the building, with the support of the Estates Officer and Conservation Projects Manager as necessary
- Be a key point of contact for church specific enquiries
- Support the CCT events booking procedure
- Ensure risk assessments, audits, six monthly checks and other mandatory reports are completed and submitted

Administration

The post holder will ensure that individuals' and groups' data and information is stored and maintained accurately and securely:

- Ensure good standards in communication and information management using The Trust's systems and processes
- Ensure accurate and current data is available on CCT's CRM database
- Ensure our work with individual volunteers follows The CCT volunteer management process
- Contribute data and information to enable effective reporting on KPIs and share relevant data with communities
- Manage delegated budgets, as required
- Contribute to regional plans

Support projects

Support developing funding applications, facilitate strong links with local trusts and other funding bodies, and participate in community consultation during active projects

Role requirements

Work as part of a supportive national team of Local Community Officers, maintaining regular contact through

- Attendance at catch ups with the Lead Local Community Officer
- Attend regular team meetings
- Attendance at regional and national meetings as required
- A willingness to travel regularly across the region, using public transport where possible.
- Access to own vehicle with valid MOT, adequate insurance cover and a valid licence.
- Occasional weekend and evening work.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional information:

Lone working

This role involves regular lone working. We have lone working procedures in place to support all staff undertaking lone working.

Driving licence

This role involves regular travel to sites that are not always accessible by public transport. Therefore, it is essential that the successful candidate has a clean driving licence and access to their own car.

Regular travel

This role involves regular travel across the region and, on occasions, nationally. You will be expected to use public transport as far as possible.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility.

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

Data Protection

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We expect our staff to share this commitment.**

Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including, but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

Person Specification

Section One: Essential Criteria

| | Essential Criteria | How this will be assessed |
|----|---|---------------------------|
| 1 | Qualification or experience in any related discipline, such as fundraising, volunteer management or heritage management. | A, I |
| 2 | Experience working with communities in a charity setting. | A, I |
| 3 | Experience of engaging and supporting people to work together to initiate, develop and support activities in local communities. | A, I |
| 4 | Excellent planning, time and project management skills. | A, I |
| 5 | Strong IT skills and the ability to be administratively self-sufficient. | A, I |
| 6 | Ability to motivate voluntary activity from existing and prospective communities and individuals. | A, I |
| 7 | Interpersonal skills which engage varied audiences. | A, I |
| 8 | Public speaking, presentation and written communication skills. | A, I or P |
| 9 | Interest in CCT's aims and objectives. | I |
| 10 | Ability to drive | A |

Section Two: Desirable Criteria

| | Desirable Criteria | How this will be assessed |
|---|---|---------------------------|
| 1 | A track record of running successful projects and events at multiple sites. | A, I |
| 2 | Awareness of the legal frameworks for voluntary activity. | A, I |
| 3 | Contribution to funding bids development | A, I |

Information on assessment methods

| Code | Assessment method | This means... |
|------|-------------------|---|
| A | Application | You need to provide examples and evidence as to how you meet this criteria in your application. |
| I | Interview | You will be asked competency based questions around this criteria at interview. |
| T | Test | This could be an ability test or group exercise assessing you against the criteria. |
| P | Presentation | You will be asked to prepare or give a presentation to demonstrate against this criteria. |

Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

Employee benefits

As well as a salary of £28,300 per annum, we offer:

- Membership of the generous Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- subscription allowance to a professional body
- 20% staff discount on Champing™ at CCT sites

How to apply

If you would like to apply for this role, please visit our [vacancies page](#), where you will be directed to our [online recruitment system](#). You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **8am on Monday 29th April 2024**

Please note there is a two-stage interview process. Shortlisted candidates will be invited to attend a familiarisation visit on **Monday 13th May 2024** in **Evesham**. This will be followed by interviews on **Thursday 16th May 2024** via Teams. Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email recruitment@theccct.org.uk