

Community Engagement Officer: Job Description

Date prepared: February 2024
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Let's Talk About Loss is delighted to be recruiting a part-time Community Engagement Officer to accelerate our growth and help us build strong foundations as an organisation. Founded in 2018 and registered as a charity in 2021, Let's Talk About Loss is in a period of growth and development. We're looking for a passionate, hard-working, big dreamer who gets stuff done to help us ensure that no young griever grieves alone.

Role snapshot

Salary: £26,000 FTE p.a.

Hours: 2 x 7.5hr days a week, at least one of which needs to be a 9-5pm day on a Wednesday or a Friday. For the other 7.5hrs these can be fulfilled flexibly and agreed with the employer.

Contract: 2 year fixed-term contract from start date

Location: Remote working from anywhere in the UK

Reporting to: Director

Key relationships: Director, Approximately 10 senior volunteers ("Host Coordinators"), Social Media Manager

What you'll be responsible for:

- **Building and engaging our community of young grievers.** This will involve:
 - Working with young grievers to co-create resources for our website - project managing this work but allowing the community to communicate what they would like to see, and then empowering them to be part of creating it
 - Surveying our community and then evaluating data to identify areas for improvement of the overall service
 - Supporting the Director with monitoring the digital platforms used by members
 - Meeting with our Advisory Boards (LGBTQ+, Racial Equity, Accessibility) to listen to suggestions and then planning for implementation of those initiatives
 - Managing the formation of new meet up groups where need is identified
- **Managing our community of volunteers, including our Host Coordinators and our meet up Hosts.** This will include:
 - Being the manager for our Host Coordinators, and their first point of contact
 - Offer advice and support to Host Coordinators and keep them informed of changes at Let's Talk About Loss, so they can be the best volunteers possible

- Ensure that the Host Coordinators are in turn supporting the meet up Hosts, who are running the monthly meet ups
- Coordinate training that will empower all our volunteers to improve the support they offer
- Produce resources so that best practices can be shared and meet ups can be standardised across the UK
- Run the recruitment process for new Host Coordinators and Hosts as and when vacancies arise
- **Improving the accessibility and inclusivity of meet ups.** This will involve:
 - Identifying areas of growth and development for each meet up and supporting the group to change and improve - mostly through working with the Host Coordinators
 - Building our external community by managing or creating partnerships with other relevant organisations to promote the meet ups and ensure good signposting
 - Collating image and video content from meet ups to be used in LTAL marketing that will help engage new grieverers
- **Overall championing of Let's Talk About Loss**
 - Promote Let's Talk About Loss among target audiences
 - Advocate for the availability and accessibility of support for young grieverers through Let's Talk About Loss
 - Tasks and projects not mentioned in this job description that arise and add to the growth and development of Let's Talk About Loss
 - Stepping in to support and/or cover the role of the Director as and when required for short, agreed periods (such as during planned leave)

What we're looking for:

- We want someone who is excited and motivated by our vision that no young griever grieves alone.
- Let's Talk About Loss has a small team so you will need to be a self-starter, and confident working on your own, and taking initiative.
- Ideally we want someone who understands grief and loss. This will help you work with our Hosts, all of whom are young grieverers themselves.
- Previous experience of working within a micro-charity is desirable but not essential
- You should be able to demonstrate experience of managing multiple projects and multiple stakeholders, and how you do that.
- We want someone who is efficient and can juggle competing priorities - this part-time role would suit someone who is used to part-time, flexible or freelance work.
- A pride in Let's Talk About Loss which leads to representing us with integrity and professionalism.

Skills:

- **Essential:**
 - Strong, clear, compassionate communication - online and in person. In this role, you'll be speaking with lots of different people, so we need you to be someone who can connect and communicate well with a wide range of people

- Excellent organisational and time management skills, in particular being able to juggle multiple different projects simultaneously
 - Confidentiality and a strong understanding of the importance of data protection and safeguarding
 - Confidence in networking, and an eye for identifying opportunities to collaborate and partner with others
 - Teamworking, and the ability to work successfully with groups of people to achieve outcomes
- Desirable:
 - Experience of managing volunteers
 - Creating and maintaining project timelines
 - Managing a database
 - Willingness to learn new tech: the Google suite (Google Docs, Sheets, Slides, Forms etc.), Wordpress website management system and Canva design tools

From time to time we will expect you to attend meetings or events on behalf of Let's Talk About Loss which are outside of normal working hours and are largely online. We will endeavour to give as much notice as possible, and time of in lieu (TOIL) will be given to balance your hours out and any necessary travel will be paid for, although online meetings will be prioritised.

What we'll give you:

- This is a remote role - you can work from anywhere in the UK
- We can be flexible with the hours you work - whatever commitments you already have can be worked around
- You will get 28 days holiday, pro-rataed in accordance with the amount of days you work. This is exclusive of statutory and other public holidays.
- Enrollment into a pension scheme
- A culture of wellbeing - at Let's Talk About Loss we are particularly passionate about supporting you through grief and loss, and in this role you'll find that we lead with a wellbeing-first mentality
- Development opportunities in areas of your interest, whether that's in marketing, understanding grief, data analysis, equity, diversity and inclusion, budget forecasting or networking. We love to see people grow and as a relatively young charity are open to developing the role alongside you.
- Consistency - regular line management, clear communication, objective setting and productive feedback.
- Training relevant to the role, including safeguarding training (mandatory), grief awareness training (optional) and volunteer management training (optional).
- The chance to make a big difference in a small charity with ambition!

Please note: if you do not have your own laptop to fulfil this role, one can be provided for you.

Equality, inclusion and safeguarding during the Recruitment Process

Let's Talk About Loss is committed to equal opportunity in employment. Our recruitment process ensures that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Our recruitment process will involve a short anonymous application covering your work experience to date, and an interview with the director, trustees and a community member. The application form will remove all identification details before shortlisting to ensure the hiring team evaluates you on your skills and experience instead of factors that can lead to biased decisions.

Let's Talk About Loss is committed to safeguarding all children, young people and adults at risk that interact with us. Let's Talk About Loss recognises its responsibility to ensure the welfare of these vulnerable groups by a commitment to procedures to protect them. We expect all staff and volunteers to fully support and promote these commitments.

Application process

Let's Talk About Loss is working with CharityJob for this recruitment process, so please click on the "QuickApply" button to proceed with an application. We have selected anonymous recruitment, meaning that for the first round of shortlisting, we will not be able to see any identifiable information about you, and our decisions will be made purely on the content of your answers to the application questions and the information on your CV.

When you apply, you will be asked to complete three questions, which will help the hiring team understand your experience and relevant skills.

Closing date: Friday 22nd March 2024, 9am

Interviews: Wednesday 3rd and Friday 5th April 2024, conducted online via Zoom / Google Meet