



Community Inclusion & Engagement Officer

Job Title: Community Inclusion & Engagement Officer

Reports to: Operations Supervisor

Hours: Part-time, 2.5 days per week (17.5 hours) Flexible working and job share applications welcomed.

Location: Merstham Community Hub, RH1 3HY and wider Merstham community

Salary: Dependent on experience (up to £30k p.a.)

Contract: Fixed-term 3 year contract

About MCFT

Merstham Community Facility Trust (MCFT) is a charity at the heart of Merstham, one of the most deprived areas in Surrey. We provide a safe, welcoming and inclusive space where residents can connect, access support, learn new skills and feel part of their community. Our vision is for Merstham to be a place where everyone has the opportunity to thrive.

About the Role

The Community Inclusion & Engagement Officer will play a vital role in supporting residents to feel connected, represented and supported. Working at Merstham Hub and out in the community, the postholder will ensure our services reach those who need them most, including individuals who may be isolated, under-represented, or facing barriers to participation. Working closely with the Community Development & Funding Officer and Volunteer Coordinator, this role will be a vital link to ensure our projects and services are promoted within and meet the needs of the community.

Key Responsibilities

Local Engagement & Outreach

- Actively engage with residents across Merstham, building trusted relationships in neighbourhoods, estates, community spaces and at Merstham Hub.
- Carry out targeted outreach to reach groups who may be less confident accessing services.
- Promote MCFT programmes, wellbeing activities and support services through direct engagement, local networks, and community events.
- Facilitate community/resident feedback and insights to help shape MCFT's future services and priorities.

Championing Inclusion

- Ensure MCFT's programmes are accessible, welcoming and culturally sensitive.
- Identify barriers to participation and help create practical solutions.
- Promote equal access to activities, information and support services for all residents.
- Work closely with staff and volunteers to support inclusive practice.

Supporting Community Activities & Events

- Assist in organising and delivering activities that strengthen community connection, such as coffee mornings, workshops, family events and health and wellbeing sessions.
- Build relationships with local families, young people, older residents and community groups to understand what they need.
- Help deliver community-wide events run in partnership with other Hub tenants, local schools and community organisations.

Partnership Working

- Represent MCFT at local forums, partnership meetings and community networks.
- Work collaboratively with local organisations, including other Hub tenants, schools, housing providers, wellbeing teams and charities.
- Support joint initiatives that bring people together, reduce social isolation and build community resilience.
- Make meaningful contact and build relationships with MCFT stakeholders and partners in order to engage with their networks.

Volunteer Support

- Support the Volunteer Coordinator to involve volunteers in inclusive and meaningful ways.
- Help identify new volunteer opportunities that enhance community engagement.
- Build warm and supportive relationships with volunteers, ensuring they feel valued.
- Assist in developing Lead Volunteers and work towards a successful handover of responsibilities to volunteers by the end of the contract period.

Monitoring & Reporting

- Record engagement activity, outcomes and resident feedback accurately on MCFT systems and disseminate to the wider team.
- Contribute to monitoring reports, impact evaluations and funding applications.
- Provide updates to managers and trustees on emerging community needs and engagement trends.



Person Specification

Essential

- Experience working directly with the public or supporting communities.
- Ability to communicate with warmth, empathy and professionalism.
- Understanding of the challenges faced by residents in Merstham or similar communities.
- Ability to build trust and form positive relationships with a wide range of people.
- Collaborative approach, able to work closely with the wider team, including the Community Funding & Development Officer, Volunteer Coordinator and Operations Supervisor.
- Confident working independently and as part of a small, busy team.
- Highly organised with good time management and record-keeping.
- Flexibility to work some evenings and weekends to support community events.
- Ability to develop strategies, use, monitor and create content for social media platforms for engagement purposes.

Desirable

- Experience in community development, outreach, youth/family support, wellbeing, or inclusion roles.
- Knowledge of local services and support networks within Merstham and the wider county area.
- Experience working with volunteers.
- Ability to collect and report data for monitoring and funding.
- Local knowledge of Merstham.
- A full driving licence or the ability to travel locally.