

## Flood Engagement Officer

### Job purpose

This is a key role acting as a delivery partner on our projects, a project or work stream with communities and within the staff team.

<b>Reports to</b>	Community Engagement Manager	<b>Direct reports</b>	0
<b>Working pattern</b>	Flexible working approach required to meet the needs of the Charity with evening and occasional weekend work expected.		
<b>Work Location &amp; Travel Requirements</b>	Home based/Hybrid with significant travel and overnight stays - lone visits may be required		
<b>Breadth of role</b>	Service provision to up to two projects or workstreams		

### Summary/Context

This role acts as the main contact for a specific project or work stream within a certain project or work stream area or areas. It is the first point of contact for the communities and partners regarding the day-to-day activities of the project or work stream.

All activities are expected to be carried out in line with policies, procedures and relevant regulations and legislation, respecting the organisation’s values and behaviours. This profile is not an exhaustive list of duties and other activities may need to be carried out requiring similar skill levels.

### Key Accountabilities

<b>1</b>	<b>Community Engagement</b> - Proactively manage relationships with internal and external communities and stakeholders
<b>2</b>	<b>Project work</b> - Resolve problems or set into motion the means of resolution, ensuring stakeholders and communities relationships are managed effectively to achieve best results
<b>3</b>	<b>Information Management:</b> Ensure all relevant paperwork and records are complete and up to date in accordance with projects, workstreams, policies, procedures and relevant regulations
<b>4</b>	<b>External Communications:</b> Working with the wider team, promote and professionally represent the community, stakeholders and the NFF, to develop and build a positive reputation and service
<b>5</b>	<b>Working in a Team:</b> Support the Community Engagement Manager with other activities as required
<b>6</b>	<b>Reporting:</b> Provide reports, monitoring and evaluation in line with contractual and organisational expectations
<b>7</b>	<b>Results:</b> Achieve targets in line with agreed objectives

## Resources

<b>Financial/Budgetary Responsibilities</b>	Responsible for working within agreed workstream budgets and resources.
<b>People Management</b>	Providing support & share knowledge to other staff if/as required
<b>Equipment &amp; Tools</b>	<ul style="list-style-type: none"> <li>▪ Use of NFF vehicles</li> <li>▪ Laptop</li> <li>▪ Phone</li> <li>▪ Branded Clothing</li> <li>▪ Office furniture</li> <li>▪ Use of NFF promotional products and materials</li> </ul>

## Qualifications and Attainments (or knowledge and experience at an equivalent level)

	Essential	Desirable
BTEC or NVQ4 or relevant experience in one or more relevant subjects e.g. environmental science, development, engagement		X
Degree in a relevant subject		X
Able to demonstrate a level of numeracy and literacy to the equivalent of Grade 4/Grade C English and Maths GCSE	X	
Full, current driving licence	X	

## Work Experience

	Essential	Desirable
Recent experience undertaking a similar role		X
Working knowledge of relevant regulations, legislation and current practice		X
Proven experience working to deadlines and prioritising work loads	X	
Experience of project work and working to set goals		X
Proven experience analysing and diagnosing problems and implementing effective solutions		X
Evidence of engaging with communities and individuals to support them to achieve change and progress in challenging circumstances	X	
Knowledge or appreciation of flooding and environmental issues involved with the management and mitigation of flooding		X

## Skills Required

	Essential	Desirable
Excellent communication skills including clear written and spoken English	X	
Excellent negotiation and presentation skills		X
Ability to stay calm and constructive in challenging situations Excellent interpersonal, listening, empathy and networking skills	X	
Intermediate Microsoft Suite (Word, Excel, PowerPoint) or similar	X	
Email and internet communications and experienced using Teams	X	

**Work Hazards**

- Frequent telephone and computer use with associated office hazards
- Driving between sites throughout region and the UK
- Lone working, home visits and dealing with potential hazardous situations may be required
- Lone working within occupied and/or unoccupied premises or outdoors
- Some lifting and carrying of equipment required