

## STAFFORDSHIRE FLOOD ENGAGEMENT OFFICER

<b>Region</b>	Staffordshire
<b>Post Type</b>	Permanent
<b>Working Pattern</b>	Full Time – 37.5 hours per week.
<b>Role Type</b>	Operational delivery
<b>Salary Range</b>	<b>£25,500</b>
<b>Pension</b>	The Company operates an auto enrolment pension scheme
<b>Annual Leave</b>	30 days per year including statutory and public holidays
<b>Security checks</b>	DBS check required

### **Contact and additional information**

- This position is Home based but with extensive travel and it will be necessary to work throughout Staffordshire
- A full driving licence and access to a car is essential for the role
- The role will involve evening and occasional weekend work

### **Job description**

This position fulfils the National Flood Forum's role as part of the Environment Agency's Resilience and Innovation Fund FAIR approach to Community Flood Risk project. The project officer will help communities to work in partnership with flood risk management agencies to better manage flooding and its impacts in their area. This will involve working with communities at flood risk and agencies using methodologies developed by the National Flood Forum and used successfully around the country.

We are seeking someone warm and approachable, who will be required to work in Staffordshire and potentially other areas in England & Wales. You will need to be able to engage appropriately and effectively with grass root communities at risk of flooding, as well as professional organisations and have proven project management skills.

Day to day you will work directly with members of the public in communities and liaise closely with external organisations.

### **Co-workers**

The National Flood Forum team is small, intimate and extremely supportive of one another. Officers work in projects across the country but speak and meet on a regular basis. Training and experience is gained alongside these officers in their areas.

### **Experience and skills required**

You will need to:

- Have excellent written and verbal communication skills.
- Be highly organised, flexible, able to self-manage and prioritise workloads.
- Have experience of managing projects and writing formal reports
- Have patience, understanding and exceptional listening skills
- Be confident at engaging with all kinds of people over the phone, through virtual meetings and in person and be able to adapt your behaviour to different situations and people

## Competencies required

### Competence 1 - Communication

Communicates Effectively – Communicates clearly and effectively with a wide range of people, including communities and professional partners, taking account of the audience and their needs

Description - Listens and questions to understand. Works to facilitate and support the community's perspective.

Competence - *Shows commitment to putting the public & client first and takes pride in delivering a consistently high quality service. Demonstrates active listening skills and tact in working with the public and professional partners.*

### Competence 2 - Delivery

Delivering projects - Focuses on results, organises and prioritises for effectiveness, develops and delivers on plans.

Description – Manages projects effectively and writes reports efficiently and to a professional standard

Competence - *Organises and delivers tasks effectively. Produces comprehensive and well written reports, evaluations and statistics*

Competence - *Results focused; delivers on the targets for the project, continually monitors performance and takes corrective action where necessary*

### Competence 3 – Team working

Managing self - Works co-operatively and flexibly with other members of the team towards common goals.

Description - Has full awareness of own strengths, weaknesses. Effectively organises self and takes personal responsibility for own role in the National Flood Forum

Competence - *Understands and recognises own role within the team. Works effectively with team members to deliver results*

Competence - *Understands the charitable objectives of the National Flood Forum*

**For further details about the role or informal discussion please contact Amanda Davies**  
[amanda.davies@floodforum.org.uk](mailto:amanda.davies@floodforum.org.uk) or 07734 899708

### To apply -

- Please send a CV (maximum 2 sides)
- A supporting statement (maximum 1 sides) demonstrating how you meet the requirements.
- Please tell us how you heard about this position on your application.
- Please complete the equal opportunities form via this link  
<https://forms.gle/azbqv3yT54JwcsW59>

Send to Jean Timmins, - [jean.timmins@floodforum.org.uk](mailto:jean.timmins@floodforum.org.uk) **Closing Date: Wednesday 31st July 2024**