

Job title:	Ladywood Community Lead (NNS)
Salary:	£27,583 per annum (pro-rata = £16,550 for 21 hours per week)
Hours:	21 hours per week (flexible)
Location:	Unit 2, Alma House, Newtown Shopping Centre, Birmingham, B19 2AB (flexible and hybrid considered)
Pension:	Workplace pension with 5% employer contribution
Annual leave:	25 days per annum (pro-rata)
Tenure	Initial contract to 31 st March 2027 (extension subject to funding)
Report to:	NNS Project Manager
Role purpose:	The Community Lead acts as the bridge between Ladywood's communities and statutory services, ensuring adults aged 18–49 with long-term disabilities are better connected, heard and supported. The role involves mapping community assets, building partnerships and identifying gaps in provision so that people can achieve prevention-first outcomes. The postholder improves access to services and local opportunities, supports the small grants scheme and capacity-building, and champions co-production and citizen voice.
Allowances:	This post qualifies for casual car user allowance.
DBS:	This post requires enhanced level DBS clearance.

Since 1899 Birmingham Settlement has been tackling social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our five organisational objectives are:

- 1) To improve financial resilience – people and communities
- 2) To build individual and community wellbeing
- 3) To develop people – skills, confidence, voice
- 4) To build environmental awareness and action
- 5) To build and maintain a sustainable organisation

We do this by maximising our assets to provide services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it be financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support, wellbeing activities, and training and development opportunities that enable people to gain new skills, build confidence and establish social and community networks that create opportunities and improve lives.

The requirements listed below are broad definitions of the role. Birmingham Settlement reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The post holder is expected, and agrees, as part of their role to be flexible to this end.

Key accountabilities/job purpose:

1. Corporate Requirements:

- a) To positively represent and demonstrate a commitment to the aims, objectives, and values of Birmingham Settlement.
- b) To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
- c) To work in accordance with, and to assist the development and implementation of policies and procedures for service delivery and Birmingham Settlement as a whole including:
 - a. Equal Opportunities and Diversity
 - b. Safeguarding
 - c. Health and Safety
 - d. Confidentiality
- d) To be approachable and willing to go the extra mile to ensure the best possible outcome for service users; ensuring Birmingham Settlement is the provider of choice; recognising the value of and delivering excellent customer care.
- e) To ensure all service users have opportunity to feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.
- f) To develop and contribute to integrated working through communication and coordination of service delivery across Birmingham Settlement and its partners.
- g) To contribute to the sustainability of Birmingham Settlement via fundraising and income generation activities.
- h) To be self-administering, and to accurately record and work towards the achievement of agreed organisational, departmental, and individual KPIs and targets.
- i) To undertake training to meet new and developing needs.
- j) To carry out any other duties commensurate with the post as required by Birmingham Settlement.

2. Core Duties

Main responsibilities include:

- 1. Community Asset Information Gathering
 - a. To identify and gather information about community assets across Ladywood district, collecting details about groups, organisations, places, activities, and services that support citizens in achieving prevention first outcomes (improved social participation, healthier lifestyles, maximised income, living independently in their own homes, carers feeling more supported).
 - b. To provide advice, guidance, and signpost based on knowledge of local assets and opportunities available to community organisations.
 - c. To engage directly with assets to gather comprehensive information about their activities and offerings.
- 2. Community Feedback Collection and Gap Identification
 - a. To collect information about service gaps by engaging with assets and stakeholders to inform service development.

- b. To support community consultation opportunities by collecting community voices and feedback that can shape future provision.
- 3. Grants Process Support
 - a. To support community assets with developing Small Grant applications, providing guidance and assistance throughout the application process.
 - b. To collate information about available funding opportunities and share with relevant community assets.
 - c. To attend LNNS-funded activities and gather information about their impact and outcomes.
- 4. Capacity Building Support
 - a. To support the Project Manager in developing the capacity-building programme by collecting information about assets' needs and interests.
 - b. To promote planned training sessions to community assets within our network.
 - c. To connect assets with training and development opportunities to expand their skills and knowledge.
- 5. Co-production and Citizen Engagement
 - a. To actively recruit citizens to participate in NNS work, ensuring diverse community representation.
 - b. To raise awareness about co-production principles and facilitate meaningful citizen involvement in service design and delivery.
 - c. To connect citizens, community assets, and service providers to create collaborative community-led solutions.
 - d. To collect Stories of Difference that demonstrate the impact and outcomes of NNS interventions and community activities.
- 6. Steering Group Participation
 - a. To encourage various stakeholders to join the Steering Group so that different perspectives shape decision-making.
 - b. To extend invitations to local councillors to participate and contribute to strategic direction.
 - c. To attend steering groups, citywide forums and other meetings as required.
- 7. Adult Social Care Integration
 - a. To create opportunities for engagement and collaboration with Adult Social Care teams.
 - b. To attend Triage team meetings to ensure integration between community assets and formal care pathways.
 - c. To liaise with social workers / practitioners to ensure they have current information regarding available community services and assets.
 - d. To deliver updates on behalf of Ladywood NNS at social work team meetings.
- 8. Marketing, Communications and Events
 - a. To gather and collate information, stories, and visual content from community activities, events, and projects to support the Communications Officer.
 - b. To attend various community events across Ladywood district, representing NNS and building relationships.
 - c. To document event participation and take photographs for promotional and evaluation purposes.
 - d. To invite assets and stakeholders to community surgeries and engagement opportunities.
 - e. To support event planning and documentation ensuring outcomes are captured and shared.

- f. To distribute business cards and Connect to Support materials to raise awareness and facilitate connections
- 9. Partnership Development and Networking
 - a. To develop and maintain strategic partnerships with local organisations, statutory services, and community assets.
 - b. To facilitate connections between different assets and stakeholders and to promote collaborative working.
 - c. To represent Ladywood NNS at external meetings and events to strengthen district-wide networks.

3. Value for Money

A key driver for Birmingham Settlement's sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

- Effective role fulfilment.
- Effective joint working and integration.
- Continual evaluation of personal performance, service user feedback, benchmarking, KPIs
- Promotion of energy saving and cost reduction e.g. recycling, reusing, reducing; responsibility and commitment to energy saving utilities, lighting, PCs, reduced printing.
- Promoting, encouraging and supporting volunteers.
- Maximising accessibility for volunteers across all service areas.

Person Specification

Criteria	Essential	Desirable
Experience		
Experience of working in community settings.	X	
Experience of building relationships with a wide range of stakeholders (e.g. community groups, charities, statutory services, faith groups).	X	
Experience of organising or supporting events, forums or workshops.		X
Experience of supporting or administering small grants, community funding, or similar schemes.		X
Skills & Knowledge		
Awareness of the needs and experiences of adults aged 18–49 with long-term disabilities, including barriers to participation.	X	
Understanding of asset-based community development and prevention-first approaches.		X
Good IT skills, including maintaining records, producing simple reports and	X	

Criteria	Essential	Desirable
contributing to communications (e.g. newsletter items, social media content, photos/stories).		
Strong communication skills, with the ability to build trust and rapport with citizens, community leaders and professionals.	X	
Ability to work on own initiative, plan and prioritise workload, and meet deadlines in a busy, community-based role.	X	
Respectful, open, and sensitive to others' history and experience; sensitive to local cultures and languages.	X	
Understanding of the needs of service users from different backgrounds and cultures, and ability to adapt practice accordingly.	X	
Ability to contribute to monitoring and reporting using impact measures.		X
Values and Behaviours		
Approachable and well organised.	X	
Reliable and self-motivated with ability to motivate others.	X	
Committed to equity, diversity and inclusion, and to challenging stigma and discrimination.	X	
A collaborative team player who is also comfortable working alone in the community.	X	
Respect for confidentiality, safeguarding and professional boundaries.	X	
Other / General		
A full, clean, current UK driving license.		X
Ability to travel across the Ladywood district and attend occasional evening/weekend meetings and events.	X	

**I understand and agree to the above terms and conditions of my
job description/ person specification**

Signed **Date**