

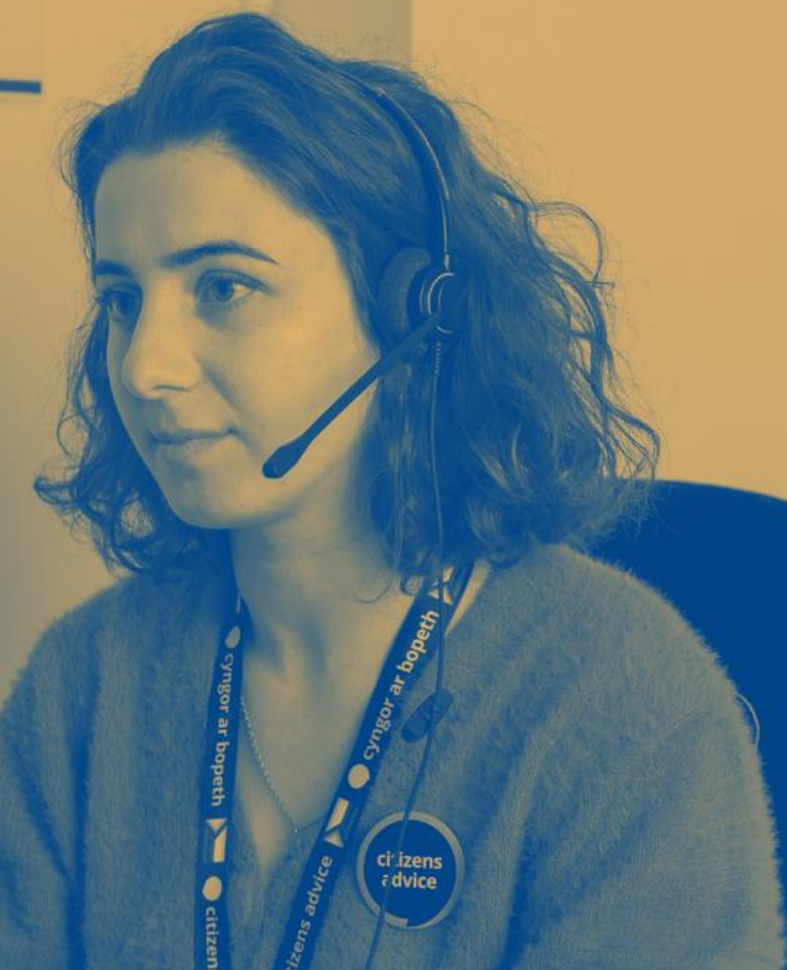
Community Development and Engagement Officer – Candidate Information pack

**citizens
advice**

Stevenage

We must
keep on protecting
each other.

- HANDS
- FACE
- SPACE



Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should give you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

Want to chat about this role?

If you want to chat about the role further, you can contact us by emailing recruitment@castevenage.org.uk





We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

3 things you should know about us

1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 independent local Citizens Advice services across England and Wales.
2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Community Development and Engagement Officer

Reporting to: Advice Quality and Operations Manager

Department: Advice Services

Hours: 22.5

Salary: £26,000 - £28,000

Holidays: 27 days plus bank holidays (Pro-rata)

Location: Office in Stevenage.
Hybrid working by arrangement

Contract: Permanent

Purpose of the Job

Working within the aims, principles and policies of the Citizens Advice Service, the Community Development and Engagement Officer will support the delivery of community outreach and engagement activities that increase awareness, accessibility and engagement with Citizens Advice Stevenage services.

The postholder will work directly with local communities, partner organisations and residents to develop strong relationships, identify local needs and promote access to advice services, particularly for individuals and groups who may experience barriers to seeking support. They will coordinate and attend outreach sessions, community events, information activities and engagement initiatives, helping to ensure that Citizens Advice Stevenage remains visible, accessible and responsive to local need.

The Community Development and Engagement Officer will play an important role in strengthening community connections, developing partnerships, gathering insight into local issues, identifying opportunities for collaboration and supporting service development to improve outcomes for residents across Stevenage.

Job Description

Community Outreach and Engagement

- Develop and deliver outreach and engagement activities within community settings across Stevenage and surrounding areas.
- Organise, coordinate and attend community events, information stands, drop-in sessions, awareness campaigns and engagement activities.
- Develop opportunities to increase Citizens Advice Stevenage's presence and engagement within local communities.
- Promote Citizens Advice Stevenage services to local residents, community groups and partner organisations.
- Engage proactively with individuals who may face barriers to accessing advice services, including vulnerable, isolated and underrepresented groups.
- Work collaboratively with local communities to identify emerging needs and opportunities for engagement.
- Support the delivery of workshops, information sessions and awareness presentations for residents, community groups and frontline workers.
- Provide information about Citizens Advice services and facilitate referrals into appropriate advice channels.
- Gather feedback from community members and service users to help identify local needs and improve service delivery.
- Develop and maintain positive relationships with local residents, community leaders, community groups and organisations.
- Represent Citizens Advice Stevenage professionally at community events, partnership meetings and external forums.
- Maintain knowledge of local support services, referral pathways and community assets.

Partnership Working

- Develop and maintain effective relationships with community organisations, voluntary groups, statutory services and local stakeholders.
- Establish and maintain referral pathways with partner agencies.
- Work collaboratively with local organisations to maximise community reach, engagement and impact.
- Identify opportunities for joint community initiatives, partnership working and engagement activities.
- Promote Citizens Advice Stevenage services through partnership networks and community forums.
- Support the organisation's participation in local partnerships, community projects and collaborative initiatives.

Community Insight and Research

- Collect information regarding community needs, emerging issues and barriers to accessing support.
- Record feedback and observations from outreach and engagement activities accurately and consistently.
- Support the identification of trends affecting local residents and communities.
- Provide community insight, case studies and examples to support service development and research and campaigns activity.
- Contribute to the collection of evidence demonstrating the impact of outreach and engagement activities.
- Use community insight to inform future engagement activity and service development.
- Ensure community feedback is communicated appropriately to managers and colleagues.

Volunteer Support

- Support volunteers involved in outreach and engagement activities.
- Assist with volunteer induction, training and ongoing support where appropriate.
- Encourage volunteer participation in community events and awareness activities.
- Work collaboratively with volunteers to maximise community engagement opportunities.

- Promote a positive and inclusive environment for volunteers and community participants.

Communications and Promotion

- Support the promotion of Citizens Advice Stevenage services through community engagement activities.
- Assist in distributing promotional materials and information resources.
- Contribute content, photographs and success stories for social media, newsletters and marketing activities.
- Help raise awareness of campaigns, projects and events within local communities.
- Act as an ambassador for Citizens Advice Stevenage, strengthening awareness of services and community engagement.
- Ensure all communications are accurate, professional and aligned with Citizens Advice values and branding.

Administration and Monitoring

- Maintain accurate records of outreach and engagement activities, attendance figures, community contacts and engagement outcomes.
- Record activity using organisational systems and databases.
- Assist with monitoring and reporting against agreed targets and performance measures.
- Produce statistics, reports and updates as required.
- Monitor the effectiveness and impact of community engagement activities to support continuous improvement.
- Ensure compliance with GDPR, safeguarding requirements and organisational policies.
- Contribute to evaluation and continuous improvement activities.

Professional Development

- Maintain an up-to-date knowledge of local services, community issues and best practice in community development, outreach and engagement.
- Attend training, supervision sessions, team meetings and partnership meetings as required.
- Participate in learning and development opportunities.
- Contribute to organisational learning by sharing knowledge and good practice.
- Engage positively with feedback and continuous improvement processes.

Other duties

- Carry out any other duties required to support effective service delivery.
- Demonstrate commitment to the aims, principles and values of the Citizens Advice Service.
- Promote equality, diversity, inclusion and accessibility in all aspects of work.
- Follow health and safety procedures and share responsibility for maintaining a safe working environment.
- Comply with all Citizens Advice Stevenage policies and procedures.

Person Specification | What you need to do this job

Essential

Experience

- Experience of community development, community engagement, customer service, public-facing work or partnership working.
- Experience working with members of the public from diverse backgrounds.
- Experience supporting or participating in community events, workshops or awareness activities.
- Experience developing and maintaining positive relationships with community organisations or local stakeholders.

- Experience maintaining records and collecting information accurately.

Skills and Abilities

- Excellent communication and interpersonal skills.
- Ability to build positive relationships with a wide range of people.
- Confidence engaging with individuals and groups within community settings.
- Strong organisational skills and ability to manage competing priorities.
- Ability to identify opportunities for community engagement and partnership working.
- Ability to work independently and as part of a team.
- Ability to gather, record and report information accurately.
- Competent IT skills, including Microsoft Office, email systems and databases.
- Ability to work flexibly and travel throughout the local area.

- Knowledge and Understanding
- Understanding of the importance of community engagement, community development and accessibility.
- Understanding of equality, diversity and inclusion principles.
- Awareness of issues affecting local communities, including poverty, financial hardship, housing and social exclusion.
- Commitment to maintaining confidentiality and professional standards.

Personal Attributes

- Friendly, approachable and professional.
- Empathetic and community focused.
- Enthusiastic and motivated.
- Organised and reliable.

- Flexible and adaptable.
- Positive and proactive approach to problem solving.
- Committed to improving outcomes for local residents.
- Passionate about inclusion, accessibility and social justice.

Desirable

- Experience working within the voluntary, community, advice, housing, health or public sector.
- Knowledge of the Stevenage and Hertfordshire voluntary and community sector.
- Experience working with volunteers.
- Experience delivering presentations, workshops or group activities.
- Experience supporting community campaigns, projects or awareness initiatives.
- Knowledge of local support services and referral pathways.
- Full driving licence and access to a vehicle, or otherwise able to travel throughout Hertfordshire as required.

Application Process:

To apply, please send your CV and a supporting statement addressing each point in the person specification, in the order listed. Use examples and evidence to demonstrate how you meet the criteria.

Submit your application to recruitment@castevenage.org.uk

Incomplete applications may not be considered.

We are an equal opportunity employer. If you have any requirements (e.g. for attending an interview) please note these clearly on in your letter.

Interview Process:

We are currently accepting applications for this role, and the position will remain **open until we have appointed the right candidates. We reserve the right to close the vacancy at any time** once a suitable appointment has been made. We therefore encourage early applications to avoid disappointment.

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

Our selection process consists of three stages:

- Stage 1 – Telephone Interview:
Initial interviews will take place via telephone.
- Stage 2 – Formal Interview (In-Person):
Candidates who are successful at Stage 1 will be invited to our Stevenage office for a formal face-to-face interview.

- Stage 3 – Practical Activity & Final Q&A:
Following the formal interview, candidates will complete a short activity and have the opportunity to ask any final questions.

Please note that Stages 2 and 3 will take place on the same day.

Guidance notes for applicants

Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We represent a diverse community, and we want our staff to reflect that diversity. We therefore welcome applications from candidates from under-represented communities. If you feel you meet some of the criteria but not all, we hope you will enquire and learn more. We will support you to further develop your skills accordingly.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Stevenage will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Stevenage – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Addressing each point of the person specification

This is a key section of the application which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.





www.castevenage.org.uk

Candidate Briefing Pack

Registered charity number 1077414

Company number 03836105

