

# MERTON MENCAP

## Job Description

### Community Engagement Officer

<b>Title</b>	Community Engagement Officer
<b>Responsible to</b>	Chief Executive Officer
<b>Direct Reports</b>	Volunteers
<b>Overall responsible for</b>	40+ volunteers (who are managed directly by the team leaders)
<b>Hours</b>	21 hours per week
<b>Salary</b>	£15,834 pa + 2% Pension
<b>Place of Work</b>	Based at Merton Mencap head office in Morden, travelling to other local venues as required by the role
<b>Start date</b>	ASAP

### Job Purpose

1. As the community engagement lead, and in conjunction with the Chief Executive, build sustainable and impactful partnerships that promote our vision, and engage practical and financial support for our campaigning and the delivery of our services.
2. Recruit, manage and schedule volunteers across the charity, promoting the charity's volunteering opportunities

### Community & Stakeholder Engagement Partnership & Collaboration

1. Develop relationships and seek ongoing support from local council, key opinion formers, local business and other organisations for the sustained delivery of our projects and the broadening of our campaigning impact. In conjunction with the Chief Executive, represent Merton Mencap at various forums and council meetings.
2. Broaden the impact of the Community For Life project in particular, securing support from key stakeholders to provide volunteers or specialist staff to support our projects.
3. Represent Merton Mencap at networking events and key meetings (e.g. Chamber of Commerce, Involve, Council meetings) to promote our vision, our projects and ensure that the user's voice is represented. Seek out and share best practice to enhance our work.

### Volunteer Promotion and Recruitment

4. Develop and regularly review a Volunteer Strategy, building and sustaining a team of committed, high calibre and reliable volunteers.
5. Develop relationships with local organisations to provide volunteering and work experience opportunities for people with a learning disability and autism.
6. Recruit, develop and retain volunteers, ensuring their full integration to the team, that they are motivated and committed to the vision of Merton Mencap and can deliver volunteering services to our service users to an exemplary standard.
7. Develop strong relationships with local organisations and stakeholders, to recruit volunteers and staff and encourage collaborative working.

8. Advertise volunteering opportunities externally, to promote Merton Mencap as a “volunteering employer of choice”. Generate interest and traction for volunteering via website, social media and other traditional marketing methods.
9. Manage the end to end recruitment and induction process for volunteers, ensuring compliance with standards and legal requirements, including DBS disclosure and reference checks, whilst ensuring a professional and engaging experience for each applicant.

### **Volunteer Management**

10. Ensure high quality training, and ongoing development for all volunteers at Merton Mencap and, where necessary, their ongoing development and transition plans.
11. Remotely manage the volunteer team via the team leader network and ensure excellent communication, engagement and the high quality of delivery is sustained.
12. Ensure all volunteers and direct reports fulfil their legal and regulatory responsibilities including, but not limited to, safeguarding, information security, financial integrity and controls, and adherence to up to date policies and procedures.
13. Ensure that targets are met in accordance with the Big Lottery Funding for a Community Engagement Officer / Lead and provide quarterly reports to the Board of Trustees.

### **Governance**

14. Within scope of responsibility, ensure compliance with General Data Protection Regulations 2018.
15. Within scope of responsibility, take an active role in the identification and management of risks.

### **General**

16. Maintain awareness of policy and campaigning issues and developments relevant to MM and be ready to deputise for the CEO in, and contribute to, promotion and communication of MM’s approach.
17. This job description is not an exhaustive list, and you may be required to undertake any training that may be required to be able to fulfil the duties described above, and other reasonable duties as requested by the CEO and/or Executive Committee which are commensurate with the level of responsibility attached to this post.

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### Person Specification Community Engagement Officer

#### Knowledge and Experience

- Previous experience developing and evaluating a volunteering strategy and effectively managing and motivating a team of remote based volunteers.
- Experience managing, developing and motivating a small team of direct reports.
- Extensive experience of working with, and engaging volunteers across a wide geographical area.
- Previous experience of stakeholder engagement, including local authorities, colleges, universities and businesses with proven success in building productive relationships that generate exposure, support, and sustainable income.
- Creativity and vision for how partnerships can deliver mutual benefit beyond income.
- Previous experience engaging with and lobbying local authorities.
- Previous charity experience ideally in an organisation that works with vulnerable adults and children, with the understanding of safeguarding and compliance matters essential to this.
- Experience using social and digital media channels to enhance and facilitate volunteer and stakeholder engagement.
- Proven experience of successful corporate promotion/fundraising and campaigning with an excellent understanding of effective fundraising streams to pursue for project based services.
- Ability using a CRM database is essential
- Experience implementing a new CRM platform would be advantageous.

#### Skills & Abilities

- An understanding of, and is inspired and passionate about, the vision and values of Merton Mencap.
- A “people” person, and skilled networker, with a good understanding of UK / local public policy in the provision of education, social care and support services for those with learning disabilities.
- Confidence to liaise with and navigate local government, businesses and academia to make an impact and fulfil charitable objectives.
- Advanced level of communication, both oral and written and at all levels.
- Highly skilled negotiator, with the ability to build genuine, credible and enduring relationships with key stakeholders.
- Highly organised and detail conscious.
- Good IT skills, proficient in the use of Microsoft Office packages.
- Good level of written English, and ability to proof read own work.
- Excellent project management skills
- Versatility and entrepreneurial flair is also helpful to allow for the swift and effective response to the demands and priorities of our service users and local authorities.

**Personal Qualities**

- Credibility at all levels.
- Confident and engaging with a challenging yet constructive approach to the provision of services.
- A high degree of personal organisation and self-management, with the ability to prioritise, multitask and work to deadlines.
- Highly confidential.
- Ability to work well with others as part of a small team
- Trustworthy and honest
- A self-starter with the ability to take appropriate initiative and work independently, but working closely and collaboratively with the Chief Executive and Trustee Group.

**Qualifications**

- Qualified to NQF/QCF/FHEQ Level 3 or higher or a willingness to train and obtain this level of qualification