|  |  |  |
| --- | --- | --- |
|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Community Involvement Officer (Armed Forces Covenant) | **POST NUMBER**:  |
| **REPORTS TO**   | Communities Team Manager |
| **DEPARTMENT:** Communities and Prevention | GRADE: 8 |
| **JE REF:** | 3558 | PANEL DATE: | 06/07/2021 |
| **1.** | **MAIN PURPOSE OF JOB**  * To develop and deliver opportunities for the armed forces community to shape, monitor and deliver appropriate local services and to influence strategic decision-making.
* To develop community engagement for the armed forces community and introduce innovative methods of engagement with local groups and sectors of York’s community who are currently not involved in York’s Community Covenant.
* To raise the profile of the Armed Forces Covenant and ensure the effective flow of information to and from partners and local communities about the specific needs of the armed forces community.
 |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | To work with the armed forces community to effectively engage with the wider community and promote the use of innovative engagement approaches. |
|  | ii | Disseminate local intelligence, available data and feedback from residents and partners to support and develop local priorities to help shape service delivery. |
|  | iii | With advice and guidance from the armed forces community, develop effective armed forces meetings, encouraging partner attendance to ensure it is relevant to delivery against the aims and objectives of the AFC action plan.  |
|  | v | Work with internal and external partners to help initiate and develop a range of diverse projects that address the needs of the armed forces community, which will range in size, complexity and duration. |
|  | vi | Ensure that protocols are implemented and adhered to in relation to the spending of funds.  |
|  | vii | Drive the development and capacity building of new and existing groups for the armed forces community with a specific emphasis on developing the involvement of communities of interest. For example early service leavers or senior veterans. |
|  | viii | Ensure that engagement and involvement methods connect and support the strategic vision of the authority and its partners, including the Council Plan.  |
|  | ix | Support the cohesion agenda as it effects the armed forces community who may be experiencing tensions and help identify and address issues.  |
|  | x | Work in the development of funding applications for example to the Armed Forces Covenant Trust Fund and other suitable funding bodies.  |
|  | xi | Develop and maintain effective working relationships with internal and external partners to secure the delivery of joined up integrated working. |
|  | xii | Ensure that best practice is developed and implemented in York to share learning and enhance engagement with the armed forces community across the city. |
|  | xiii | Convene and support the North Yorkshire MoD funded partnership project. |
|  | xiv | Gather relevant information and write articles for inclusion in the range of publications. |
|  | xv | Manage specific covenant projects from time to time funded through the MoD and other relevant funders. |
|  | xvi | Maintain and develop York’s Armed Forces Action Plan. |
|  | xvii | Maintain and develop the York Armed Forces Directory. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Direct - Indirect - multiple (supporting partners and volunteers)* Manage casual administrative support
* Co-ordinate activity of volunteers.
* Liaise with corporate Business Support team, with day-to-day administrative tasks associated with the work of the CIO (CC).
* Support co-ordination of the activity of a wide range of partner and community engagement activity.
 |
| **4.** | CREATIVITY & INNOVATION* The postholder will need to be creative and innovative in the development of increased engagement and involvement within the team. In doing this they will need to take account of the aspirations of the Armed Forces Community
* The postholder will identify, interpret and understand the issues and challenges facing the Armed Forces communities across the city working with those communities and partners, develop innovative solutions.
* The postholder will need to be able to deal with different sectors of York’s communities devising different engagement tools which will work for them and are sensitive to their needs.
* With support from the councils Communications team utilise a range of promotional methods to promote all aspects of the neighbourhood model as it relates to the Armed Forces Community.
* The postholder will sensitively facilitate individuals, organisations and partners with potentially differing opinions, service needs and pressures, creatively developing and maintaining partner relationships to deliver the desired engagement and involvement outcomes for communities.
 |
| **5.** | CONTACTS & RELATIONSHIPSInternal * Day to day contact with all managers and senior officers within the Council at a senior level. Establishing internal partnerships by understanding the policies and strategies of the various directorates and developing engagement approaches that encourage and persuade directorates to develop their policies in practices in ways that assist members of the armed forces community and further the aims of the Community Covenant.
* Regular contact with elected members requiring robust political awareness. Balancing the need to advance the Community Covenant with the requirements of elected members in a sensitive manner, which is a difficult and complex skill.
* Regular contact with the Communications team to contribute to council publications to ensure accurate and timely information is conveyed to residents including those who are members of the Armed Forces Community.

**External** * Wide ranging contact with public, private, statutory and voluntary sector organisations at a senior level. The postholder will provide the main engagement point between the council and external organisations with respect to the Community Covenant. The postholder will be required to persuade organisations to change their policies and practices in order to ensure that disadvantage is eliminated in respect of members of the armed forces community. This will require significant levels of tenacity, skill and diplomacy to engage relevant organisations at a senior level, such as NHS bodies or Job Centre Plus, to engage with the issues facing this community and to change their established policies in response to their needs.
* Regular liaison with the military at Garrison Commander level or equivalent. This will require significant tact and diplomacy in negotiating appropriate responses, on behalf of the council and the wider city, to the expressed needs of the armed forces community, through the Covenant, as well as in negotiating how the armed forces can get involved in civic initiatives.
* Convening the North Yorkshire partnership of county and district councils will require considerable partnership building skill and leadership skills to ensure that a diverse range of authorities are able to form and deliver on a coherent plan.
* The post holder will be required to represent CYC at partnership meetings at a local, regional or national level and deal with community leaders, representatives and local organisations.
* At times, contact with the public will be about contentious, emotive and complex issues. Officers must use judgement, tact and diplomacy to bring about positive outcomes.
 |
|  **6.** | **DECISIONS – discretion & consequences**The decisions made by the post holder have a direct link on the quality of the service and a direct political link.* The postholder will support the wider team in developing new methods and practices for increasing engagement and involvement across a wide range of sectors of York’s communities taking account of the need to ensure inclusivity and maintain the reputation of CYC as an inclusive council.
* Engagement and empowerment is not prescribed which means that the post holder will play a significant part in supporting the development of engagement methods and tools, processes and systems. There is a great deal of flexibility in the methodology employed.
* The post holder, whilst working within the framework of the Council’s constitution and relevant processes and procedures, will have some discretion in terms of the work delivered.
 |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value £2,000* Has office equipment including mobile phone and iPad
* Community meeting/event equipment including PA system, hearing loops, display boards -
* Has financial responsibility for monitoring of external grants/commissions projects and funding to external organisations.
 |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, Working conditions & work context**Work demands* The work covers a wide range of activities (with often conflicting or short notice demands) the CIO (CC) must ensure that the service objectives are still met by rearranging and reprioritising work to accommodate this.
* Diplomatically justify decisions made to Partners and communities with reference to the Council’s Constitution and Financial Regulations.

Physical demands* Occasionally based in the community, this will involve the use of computer equipment including laptop/iPad throughout the working day.
* Setting up of community events/meetings including PA system, hearing loops, display boards and tables and chairs. Some of the equipment requires an above normal level of effort to set up.

Working conditions* The working environment is home and office based, and will involve offsite visits and attendance at evening meetings, and on occasional weekends, at venues, including outside, in communities with the public or with partners.

Work context* Normal business operating hours, however, the post holder will be expected to attend, facilitate and support officers and groups for evening, and on occasional weekend, meetings and events.
* In delivering some of the tasks the postholder will be lone working.
* The neighbourhood approach focuses on contact with communities and partners as such they may be subjected to confrontational and/or aggressive behaviour.
* Present reports to the public community and voluntary sector.
 |
| **9.** | Knowledge and Skills* Practised engagement and involvement approaches within all sectors of the community, especially the armed forces community a specific community of interest.
* Demonstrable ability to communicate clearly and effectively with communities and partners at all levels
* Ability to plan and manage own workload.
* Some knowledge and experience of increasing engagement and involvement within all sectors of the community, including communities of interest.
* An understanding of the government drivers to devolved funding at a local level that aims to increase engagement and involvement across all sectors of the community.
* The ability to work creatively taking learning about the local neighbourhoods and the communities living within them to support the development of relevant engagement methods for the armed forces community.
* Experience of, providing and promoting mechanisms to develop local democracy and devolved decision making.
* Excellent ability to communicate clearly and effectively, using a range of methods, with a variety of customers, officers, elected members and stakeholders
* Understanding of local government structures, operations and decision-making processes.
* An ability to make strategic links between how the work of the team fits into the strategic and corporate direction of the authority. With emphasis on the role of elected representatives and the roles of other parts of the council and partners in working together on a neighbourhood level.
* Experience of successful partnership working with public, private and voluntary sectors and experience of networking at a local, regional and national level.
* Excellent project management skills with the ability to drive innovative work both within the staff base of the Communities and Equalities team and with other partners.
* Knowledge and experience of utilising a variety of promotional methods e.g. social media to promote the neighbourhood model.
* Knowledge of external funding mechanisms

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1** - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Communities Team Manager**THIS JOB**:Jobs reporting up to this one: None  |