**Job Description:**

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| ***Post:*** | ***Community Engagement Coordinator*** |
| ***Salary Grade (Fixed Point):*** | *Grade 3 Point 13 £22,899.80 FTE 19.25 hours per week, 52 weeks per year* |
| ***Responsible to:*** | *Community Engagement Manager* |
| ***Responsible for:*** |  |

**Key Purpose:**

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| **1** | To be the designated person for community based clubs, projects and events |
| **2** | To support the aims and objectives of the Community Engagement Strategy |
| **3** | To provide full administrative support to the Community Engagement Manager, ensuring that Community Engagement services are provided in an efficient and effective manner |

**Key Responsibilities and Accountabilities:**

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| A | To act as a facilitator to provide advice, guidance and support to community hirers |
| B | To undertake administrative duties to support the work of the Community Engagement team including room bookings, maintaining and updating hirer records, updating the website calendar and community pages with events, and electronic or papers mailings as required |
| C | To organise the setting up and clearing of community events and activities as necessary |
| D | To maintain any related marketing content, and liaise with Marketing and Communications to advertise community events or activities |
| E | To manage enquiries regarding the hire of facilities, community events and activities via email, phone, in person or any other relevant channel with the aim of completion being a finalised letting |
| F | To regularly undertake market research into competitors, specifically venues and facilities available to hire and apprise the Community Engagement Manager with relevant market intelligence  |
| G | To conduct research into and develop working relationships with potential hirers to raise awareness of the facilities available to hire at the HSDC campuses |
| H | To coordinate and facilitate Community Engagement activities across all HSDC campuses  |
| I | To coordinate the delivery of Community Engagement activities, events, projects or initiatives whilst adhering to budgetary parameters and financial regulations |
| J | Responsible for calculating quotes, purchase order processing and invoicing in accordance with HSDC financial regulations |
| K | Ensure any dealings with potential hirers, agencies or other affiliates of Community Engagements are delivered in a courteous, timely, professional and efficient manner |
| L | Enable efficient communication and coordination, both internally and externally, with those engaged in community activities and other related stakeholders |
| M | Represent the College and Community Engagement team at meetings, conferences and other events as necessary and requested |
| N | Support the Community Engagement Manager to develop and maintain partnership working with local and regional statutory and voluntary sector bodies and other agencies |
| O | Liaise closely with the Facilities team over facility hire, caretaking, detailing room set up, furniture requirements, timescales, and deconflicting with maintenance activities |
| P | Assist the Community Engagement Manager with updating policies relating to Community Engagement whilst maintaining a commercial outlook and taking into account relevant legislation College policies |
| Q | Ensure all parties and stakeholders comply with relevant College licences and Health and Safety as required |
| R | Provide tours of the campuses or specific facilities as required |
| S | Liaise closely with the Marketing and Communications Manager and team |
| T | Seek and respond to feedback from community stakeholders, and present findings to the Community Engagement Manager as appropriate/required |
| U | Provide reports as required on Community Engagement activities, including income generation if relevant |
| V | To carry out any other reasonable Community Engagement activity or duty as requested by the Community Engagement Manager or Head of Facilities |

**Cross-College Responsibilities and Accountabilities:**

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| 1. Coordination of Community Engagement and lettings across all college campuses
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| 1. Promotion and delivery of a strong Community Engagement provision
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| 1. Participate in the College’s Appraisal Scheme and undertake learning and development
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| 1. Comply with the College’s Health and Safety policies and procedures
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| 1. Comply with the College’s financial regulations
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| 1. Comply with all policies relevant to Community Engagement, giving particular consideration to the Safeguarding and Prevent policies
 |
| 1. To work out of hours as required to ensure the smooth operation of community activities
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This job description is current as at the date shown below. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **QUALIFICATIONS AND TRAINING** | E | D | A |
|  | Level 2 or above in English and Maths | X |  |  |
|  | Level 3 Business or Marketing/Communications Diploma or willing to undertake | X |  |  |
|  | **KNOWLEDGE, EXPERIENCE AND UNDERSTANDING** |  |
|  | Previous administrative experience in a fast paced, busy environment | X |  |  |
|  | Ability to communicate efficiently with different stakeholders | X |  |  |
|  | Ability to deal with new enquiries and referrals from different audiences | X |  |  |
|  | Experience in a commercial setting |  | X |  |
|  | Understanding of business development and income generation |  | X |  |
|  | Understanding or experience in event coordination |  | X |  |
|  | Experience in the educational sector |  | X |  |
|  | **SKILLS AND ATTRIBUTES** |  |
|  | Total commitment to the Colleges vision, mission and values | X |  |  |
|  | Highly organised | X |  |  |
|  | Capacity to plan, implement, monitor and evaluate to agreed deadlines | X |  |  |
|  | Highly driven and able to work on own initiative | X |  |  |
|  | IT literature with a thorough knowledge of email, excel and word applications | X |  |  |
|  | An understanding of basic accounts |  | X |  |
|  | Resilient, positive and professional | X |  |  |
|  | Exemplary customer service and communication skills | X |  |  |
|  | Flexible approach and helpful attitude to stakeholders and staff | X |  |  |
|  | Ability to travel independently between college sites as required |  | X |  |

Key to assessment methods:

A = Application

I = Interview

P = Presentation