

Richmond AID Person Specification and Job Description

Name of Role	Community and Engagement Manager
Responsible to	CEO
Post Description	<p>You will lead our established Community and Engagement team who deliver a range of community based services for Deaf and Disabled people, which currently includes: our BuddyUp service for Disabled young people, Spade gardening service, Peer Network social activities, Connect to Tech digital training, Mental Health Peer Support service and our Housing Campaign project.</p> <p>You will lead on the design, delivery and analysis of engagement, consultation and coproduction opportunities within the organisation including</p> <ul style="list-style-type: none"> • Supporting your team to embed co-production and engagement into all aspects of their work and service delivery • Proactively seeking a variety of consultations and engagement opportunities for Deaf and Disabled people and organising ways in which Deaf and Disabled people can contribute. • Supporting people with lived experience of disability to raise awareness about issues they face to influence change locally and nationally. • Organising events, meetings, consultations, surveys and media campaigns to facilitate the participation of Deaf and Disabled people. <p>You will have the skills to research, prepare and present information and content required to communicate national and local engagement activities presenting complex or technical information in an appropriate manner, which may be in person at public meetings with presentations, or written reports.</p>

Experience & Knowledge

Essential

- Strong leadership skills with experience of managing a multi-disciplinary team
- Experience of planning, developing and delivering services to motivate, empower and support people to achieve goals.
- Demonstrable experience of engaging beneficiaries meaningfully
- Confident in the use of co-production and participation tools and methods to empower individuals to become included and involved including: group facilitation and consultation, developing and delivering surveys, focus groups, arranging meetings and events, developing effective social media content to illustrate issues and share client stories and experiences.
- Excellent report writing skills and experience of writing monitoring reports to funders
- Experience of developing and maintaining effective working relations with partners
- Highly competent in use of IT and experience of using a database or CRM system for interpreting and reporting data and a willingness to develop further.
- Understanding of confidentiality, data protection issues and safeguarding issues.
- An understanding of the social model of disability

Desirable

- Experience of working with Deaf and Disabled people or marginalised client groups

- A track record in designing and delivering creative campaigns to target a range of audiences
- Knowledge of traditional and digital marketing principles & techniques, including campaigning tools

Skills & Abilities

- Demonstrable leadership skills
- Strong interpersonal, influencing and negotiating skills and experience
- Well organised and meets deadlines
- Ability to identify and resolve problems
- Assertive but empathic approach
- Resilient and able to remain calm
- Task orientated and can-do approach
- Good time management and task prioritisation
- Able to work independently as well as part of a team
- Excellent communication skills, both written and oral

Other requirements

This post will be subject to a satisfactory Enhanced DBS check carried out by Richmond AID. You will need to be able to travel within the Richmond borough.

Main Tasks and Duties

1. Organise co-production, engagement and consultation opportunities for people with lived experience of disability to create positive change for Deaf and Disabled people.
2. Collate and analyse data and information and support the CEO, providing monthly and quarterly reports for contract and grant funded programmes of work, demonstrating the impact the service has made including through surveys, case studies and collating general feedback.
3. Write social media content which is effective in engaging Deaf and Disabled people, promotes our services and illustrates service user voice.
4. Line manage members of the team, including supervision, setting objectives, team meeting and carrying out annual appraisals.
5. To carry out induction, identify training needs for the team and proactively resolve performance issues by putting plans in place to support people to achieve their goals.
6. Develop marketing materials, leaflets, website and social media content and ensure our services are widely advertised and accessible to a wide variety of clients.
7. Handle complaints in line with our Complaints Policy and ensure corrective action is taken and there is effective communication with staff and volunteers for any changes needed.
8. Collaborative working with commissioners and senior managers across a range of sectors and organisations.
9. Continue to develop our referral processes with key partners such as GP practices, health and social care teams and voluntary sector partners.
10. To support the team to recruit, train and manage volunteers.
11. To ensure the team keep accurate records of all clients and maintain a database of client information with progress and outcomes.
12. To liaise and create effective working relationships with partner organisations.
13. Ensure that the project is compliant with the Social Model of Disability.
14. Comply with Richmond AID's policies and procedures.

15. Attend training and development as identified by you and your manager.
16. Attend team meetings and supervision.
17. You will need to travel within the London Borough of Richmond and surrounding boroughs as part of this post and occasionally may need to work outside of normal office hours including evening and weekends.
18. Any other work commensurate with the level of this post.