

Community Builder Role Description and Person Specification

Job Title Community Builder
Reports to

Location Exeter

Overall Purpose: To act as a catalyst through building relationships that enable people to act together for the common good creating more resilient communities.

Responsibilities

- Maps and maintains awareness of formal and informal community activity and provision; sharing this information locally and across the city to promote increased participation.
- Identifies community assets and resources
- Listens widely to adults and young people of all backgrounds within the community to understand more about people's lives and how they feel about their community
- Supports motivated individuals to transform ideas into action for the benefit of themselves and others.
- Identifies and encourages people who are natural connectors and natural leaders within the community
- Advocates for the community or underrepresented aspects of the community
- Develops insight in to power dynamics within a community and supports people to understand, manage and challenge these, where necessary.
- Maintains awareness of City, County and other initiatives and developments that present opportunities for citizens to be more engaged and have influence over what happens in their communities.
- Encourage participation in such initiatives and/or enable for citizens to co-design their own initiatives.
- Co-operates with (or works to establish) a local support group of community organisations and activists to share ideas, learning and co-design community led- initiatives
- Builds & maintains co-operative internal and external relationships as part of local support group, Exeter Community Forum and the Wellbeing Exeter partnership.
- Actively markets and promotes the programme within communities
- Collects evidence of outputs and outcomes, ensuring consistent implementation of the monitoring and evaluation process.
- Be aware of and follow [employer's] policies and procedures, with particular attention to safeguarding, health and safety, and equality and diversity.
- Support fundraising and income generation.
- You are also required to undertake any other duties within your capabilities as may be reasonably required

Key Outcomes

- Community activity and provision is mapped
- People are listened to and engaged
- Increased activity is happening within the community
- People, groups and organisations are being linked creating a more connected community
- Learning from the co-design process and implementation informs changes in practice, where necessary.
- Personal, team and programme objectives are met.

Skills / Experience

Essential:

- Excellent communication and interpersonal skills especially in engaging and listening to people.
- Experience of developing and working with groups.
- Ability to treat people as individuals, be understanding of the issues they face and see them as equal to you.
- Ability to manage varying interest and potential conflict with confidence and sensitivity
- Experience of working collaboratively.
- Ability to work flexibly - both independently and as part of a team

Desirable:

- Understanding and experience of monitoring and evaluation.
- Knowledge of statutory, private, voluntary and community groups.
- Understanding of professional boundaries and safeguarding
- Good knowledge of Microsoft Office and
- Knowledge and experience of different types of social media.

Description of required behaviours at the Professional level for this role.

Planning and Achieving Results (includes openness to change and continual improvement):

- Deals with varied situations with limited guidance,
- Works to relevant internal and external quality standards relevant to role
- Uses project management techniques to deliver work to plan
- Recognises what is good in existing systems (does not reinvent the wheel)
- Shares and implements good practice with internal and external peers
- Raises difficult issues with stakeholders with a view to positive resolution

Problem Solving and Decision Making (includes decision making, using information and resources effectively and subject matter expertise):

- Identifies causes rather than just symptoms to inform solutions
- Considers how individuals would be affected by decisions
- Develops ways of applying new knowledge to improve delivery
- Able to analyse complex and conflicting information
- Able to assess validity, relevance and limitations of different sources of evidence

People Skills (includes managing others, team working, communicating and equalities and diversity):

- Provides on the job coaching to develop skills in team members
- Is able to delegate tasks appropriately and leads by example
- Positively influences others, creating acceptance and support for ideas
- Spends time helping others think through issues
- Varies language and content to ensure understanding of diverse audience
- Challenges inappropriate behaviour
- Sensitive to specific needs or cultural norms of different groups/individuals and can adapt approach or service accordingly
- Can present opposing views in a diplomatic and calm manner.

'Customer' Focus:

- Engages effectively with partners/stakeholders to better understand their requirements and develop appropriate solutions or improvements
- Provides a holistic service, signposting appropriate services as appropriate to maximise benefit for individual and organisation

Qualifications

- Educated to GCSE level or equivalent
- Community Organising or Community Development qualification would be desirable.

Other

Driving Licence Required	helpful
Mobile working required	✓
Evening and weekend working required	✓
DBS check required	✓