



## KENSINGTON AND CHELSEA SOCIAL COUNCIL

### JOB DESCRIPTION

|                      |  |
|----------------------|--|
| <b>JOB TITLE:</b>    | <b>Community Empowerment and Participation Officer</b>                         |
| <b>REPORTING TO:</b> | Voluntary Sector Development Manager   |
| <b>BASED:</b>        | Hybrid working: located at KCSC's London office, with part-time remote working |
| <b>HOURS:</b>        | 35 hours per week  |
| <b>SALARY:</b>       | £37,568 full-time (35 hours), pro-rata   |
| <b>CONTRACT:</b>     | Permanent  |

---

### Main purpose of job

To lead on the design, planning and day-to-day running of Kensington and Chelsea Social Council's (KCSC's) ***K&C Together Programme***, funded by City Bridge Trust. The post is based in KCSC's Organisational Development team.

The K&C Together (KCT) programme supports local charities, social enterprises and community organisations (VCOs) to operate in a representative, inclusive and participatory manner. It also involves working closely with local communities, designing activities to empower and upskill residents to understand and become actively involved in civil society and in decision making at every level of local organisations.

The postholder will shape how this programme is delivered; we are looking for an enthusiastic self-starter who can demonstrate their values, passion, ideas, experience and ability to work independently. The role involves the management of a part-time Community Worker.

This programme links KCSC's work with organisations and communities; the postholder will spend equivalent to one day per week on core Organisational Development work, and will also work closely with KCSC's Community Development Manager.

## Key tasks

### K&C Together Programme

#### 1. Programme Co-ordination and Delivery

- Develop and manage the KCT Programme in response to the needs of local VCOs and the community, and the Funder's requirements, working with KCSC colleagues and the Programme Steering Group.
- Manage the relationship with the Steering Group, supporting members and recruiting new Community Consultants as necessary; gather insights on local needs and input on strategic decisions.
- Lead on monitoring and evaluation, including data collection, and the use of KCSC's database; provide regular reports for the Funder (currently annual) and others as required.
- Maintain detailed workplans demonstrating activities and outcomes; propose and implement changes to the workplan as necessary, in discussion with the line manager and Steering Group, to ensure that desired outcomes are achieved.

#### 2. Work with Organisations

- Encourage VCOs to participate in the programme, recognising the expertise of local communities and people who use services, and the benefits of them participating in strategic decision making.
- Support trustees, directors and senior staff to create lasting structural changes within their organisations which lead them to be more inclusive and representative of the communities they serve.
- Source or create tools which enable organisations to assess (and act on) their strengths and areas for improvement in terms of community representation, participation and inclusivity.
- Keep abreast of developments within the public and voluntary sectors, paying particular attention to organisational development policies and good practice in relation to inclusive working practices and resident participation.
- Undertake/gather research which enables organisations to better understand the demographics, wants and needs of local communities.

#### 3. Training and Events

- Design and deliver bespoke training for trustee boards, boards of directors and staff which reflect on the local area, its needs and how organisations can respond by improving/developing resident participation models.
- Provide/source training on community outreach and engagement approaches.
- Co-design and deliver training to local residents to enable them to better-understand the voluntary and community sector, how organisations are run, key legislation and gain essential skills.

- Plan and deliver events which showcase the array of opportunities which organisations have available for local communities.

#### **4. Work with Residents**

- Develop good working relationships with local residents and people who use services, in order to better understand how VCOs can become more accessible and inclusive.
- Providing leadership and guidance to the programme's Community Worker (CW), manage the resident support offer, ensuring the delivery of one-to-one support, training, and matchmaking between residents and local voluntary and public sector opportunities.

#### **5. Staff Management**

- Manage the CW, providing support and supervision, monitoring performance, and ensuring programme targets are met.
- Provide support to the CW in the form of coaching, guidance and access to appropriate training and development opportunities to ensure they develop within their roles and achieve their potential.

#### **6. Organisational Development**

- Work with colleagues, and independently, to provide advice to VCOs to enable them to become more sustainable and resilient including: improving the quality of their services; creating systems to help them run more effectively; adopting policies which set out good and legal practices; working in partnership with others organisations.
- Help VCOs identify and access suitable funding sources and provide advice and guidance on how to write grant and tender applications.
- Refer VCOs to appropriate specialist support services, to receive support on issues such as financial management, human resource and volunteer management systems and practices.
- Maintain records of work carried out, measuring progress against targets, keeping KCSC's database up to date as required.

#### **7. KCSC Representation and Promotion**

- Promote the role of KCSC and support its overall aims and activities.
- Attend networking events, meetings and conferences to increase knowledge and strengthen the influence of KCSC, as required.
- Utilise KCSC's website and social media as a tool for communication with stakeholders.

#### **8. General**

- Respond to general enquiries from service users and the general public.
- At all times, work within KCSC's policies and procedures.

- Receive regular supervision from the line manager for the role and attend training courses as required.
- Work outside of normal office hours on occasional evening or weekends as required.
- Undertake any other duties as requested by the line manager that are commensurate to the post.

## Person Specification

|  | Essential | Desirable | Verified by                       |
|--|-----------|-----------|-----------------------------------|
| <b>Qualifications/Training</b>   |           |           |                                   |
| Degree or equivalent.  |           | √         | Application form/<br>Certificates |
| <b>Other Skills and Experience</b>   |           |           |                                   |
| Experience of working in a charitable or similar organisation and working with other voluntary and community organisations.                              | √         |           | Application form/<br>Interview    |
| Excellent understanding of charity governance.   | √         |           | Application form/<br>Interview    |
| A clear understanding of discrimination, prejudice and the barriers communities may face in accessing decision-making opportunities.                     | √         |           | Application form/<br>Interview    |
| Experience of creating structural or behaviour change which seeks to tackle inequality, discrimination and/or social/economic exclusion.                 | √         |           | Application form/<br>Interview    |
| Experience of developing and delivering a range of training and learning activities.   |           | √         | Application form/<br>Interview    |
| <b>Competencies/Skills</b>   |           |           |                                   |
| <b>ICT</b> - Competent use of Microsoft office, website and database.  | √         |           | Application form/<br>Interview    |
| <b>Project/Service development and implementation</b> – Implement project plans, manage project development including project monitoring and evaluation. | √         |           | Application form/<br>Interview    |
| <b>Business development</b> - Identify organisational development needs and new projects. Identify new opportunities within own area of work.            | √         |           | Application form/<br>Interview    |
| <b>Numeracy/Finance/Analysis</b> - Interpret and understand budgets and accounts and/or data.  | √         |           | Application form/<br>Interview    |
| <b>Team working</b> - Contribute to team working.  | √         |           | Application form/<br>Interview    |

|   |   |  |                                |
|---|---|--|--------------------------------|
| <b>Staff Management</b> - Manage staff and their performance, Set targets and review.   | √ |  | Application form/<br>Interview |
| <b>Leadership</b> - Take responsibility for own areas of work. Respond to sector needs. Negotiate competing priorities and organisational goals.                          | √ |  | Application form/<br>Interview |
| <b>Communication (written and verbal) –</b> Lead and facilitate discussions, write project reports, produce and deliver presentations. Interpret reports and information. | √ |  | Application form/<br>Interview |
| Communicate complex subjects at all levels both verbally and in writing using a wide range of media.  | √ |  | Application form/<br>Interview |
| Be able to influence others.  | √ |  | Application form/<br>Interview |
| <b>Values and culture –</b> Be self-aware and have a positive influence on values and culture within the organisation.  | √ |  | Application form/<br>Interview |

---