



Job Title:	Community Engagement Worker,
Location:	Cardiff
Employment Period	The post is subject to available funding & is currently for 1 year.
Pattern of Working:	Flexible according to project needs at 3 days per week

Purpose of the post

The Community Engagement worker will be responsible for developing, implementing, and monitoring a rigorous and successful volunteering programme for The Heritage & Cultural Exchange and for the recruitment, induction, training and support of volunteers.

Main duties

The role will be accountable for:

People Support:

Acting as the first point of contact for general volunteering queries.
Providing practical advice and hands-on support to volunteers throughout their roles to ensure the project activity plan is delivered.

Recruitment

The Community Engagement Worker will help recruit, induct and support at least 20 new volunteers per year to work with HCE
Working with trustees and members of the steering committee of HCE will organise events and workshops to engage participants in projects including identifying photographs.
Will make positive contacts with local voluntary groups in the area of interest [Cardiff Bay] and with other organisations across Cardiff to gain involvement and participation.

Induction and Training

With input from the steering committee members and others, will develop and run an induction course appropriate to current projects. They will also be responsible for the development and delivery of further training sessions and workshops as the need arises.

Provision of Ongoing Support & Recognition

Organising volunteer feedback meetings and internal and public events at which individual volunteer contributions are fully recognised.



Tiger Bay and the World

THE HERITAGE & CULTURAL EXCHANGE

Monitoring. The Community Engagement Worker will, with admin support, monitor the progress of the volunteers and the impact that they have on the organisation's activities, products, and development.

To monitor each of the following:

- the number and categories of new volunteers each month.
- the number of newly recruited volunteers still volunteering at three-monthly intervals.
- the quality of the volunteer experience
- the quality of the training
- the quality of the new and enhanced service provided to the public with the assistance of volunteers
- the extent to which our activities and products are increased because of new volunteers.

Operational

Supporting organisational change processes, to include coordinating events, collating data, and note-taking at meetings.

Ensuring evaluation of each event and training course

Supporting the submission of quarterly reports to funders

Supporting the administration and analysis of satisfaction surveys.

Other duties as allocated by the business.

PROPERTY

All documents, manuals, hardware and software provided for your use by The Heritage & Cultural Exchange (HCE), and any data or documents (including copies) produced, maintained or stored on HCE computer systems or other electronic equipment (including mobile phones), remain the property of The Heritage & Cultural Exchange.

Any HCE property in your possession and any original or copy documents obtained by you in the course of your employment shall be returned at any time on request and in any event prior to the termination of your appointment.

Ensure your own training and development needs are met so that you are up-to date with developments and trends in training and learning particularly for volunteers.



Job Description

The **Community Engagement Worker** will play a crucial role in providing an interface between the community and HCE. As Community Engagement Worker you will support a range of administrative and recruitment tasks as well as responding to general queries. You will also be responsible for the accurate input of data to the HCE monitoring system on volunteers and providing data for reports.

The post holder will be responsible for complying with the policies, procedures and processes that relate to this role.

Person Specification

At The Heritage & Cultural Exchange we are all expected to dedicate to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission, and our organisational values (See Annex 1).

For this role, we are looking for an enthusiastic and approachable individual, with the following experience and skills:

- Experience of accurate data entry and preparation of management information.
- Experience of producing formal written documentation using clear and appropriate language.
- Experience of coordinating a successful recruitment process.
- Ability to work flexibly across a range of tasks – displaying excellent organisation skills, with the ability to prioritise and work to deadlines.
- Has acute analytical skills with a keen eye for detail, within written and statistical data.
- Is confident working remotely on their own initiative, but is also an open, communicative team player.
- Has strong IT skills and proficient in using Microsoft Office packages.



Person Specification Matrix

Criteria required for the role

Essential Skills

- Ability to work with a range of people predominately from ethnic minority communities.
- Ability to supervise and support volunteers.
- Ability to develop methods to identify the needs of individual volunteers.
- Organisational and planning skills
- Ability to work on own initiative and to think and plan clearly.
- An ability to be innovative and to express ideas to others clearly.
- Of negotiating and people skills.

Essential Experience:

- Experience of forging strong and trusted working relationships - collaborating with a wide range of people professionals and community.
- Of working with volunteers or in the educational sector
- Experience of developing training packages
- Of developing and delivering training to volunteers' groups
- Of working within BAME communities.

Essential Knowledge:

- Of working with volunteers
- Of how adults learn and training techniques
- Knowledge of how issues of age, gender, race, culture, religion, and disability impact on understanding of and responses to volunteering
- Of the issues of race and racism and its impact on wellbeing
- Knowledge of monitoring and appraisal systems.
- Knowledge of the concept of "Safeguarding" systems
- Of working with ethnic minority groups or individuals who speak English as a second language

Essential Attributes:

- Ability to work with people with diverse skills, abilities and experience.
- Ability to promote issues of equality and Diversity.
- Ability to work on own initiative as well as part of a team.