

Community Engagement Officer
Job Description

Grade	Scale 6
Department	The York & North Yorkshire Office for Policing, Fire and Crime (OPFCC)
Line Manager	Communications & Engagement Manager
Scope	<p>To proactively plan, co-ordinate and undertake engagement activities at all levels with the full range of communities, stakeholders and key partners across North Yorkshire and York. To co-ordinate stakeholder management across the OPFCC. To support the communications team within the office for low level communications or engagement work.</p> <p>Location Harrogate Police Station, Beckwith Head Road, Harrogate</p> <p>The post-holder may be required to travel to/work from other locations across the region from time to time</p> <p>Working Patterns Standard Office Hours</p>
Special Conditions	<p>Security vetting procedures for the post (MV)</p> <p>Medical clearance procedures for the post (standard)</p> <p>The post occasionally involves work outside normal working hours</p> <p>Need to attend external meetings/conferences/workshops as required</p>
Main Responsibilities:	<p>The Community Engagement Officer will proactively undertake engagement activities with the full range of communities, stakeholders and key partners across North Yorkshire and York.</p> <p>You will be engaging with the public at all levels and working with a range of community groups in order to support them and wider community safety concerns and initiatives.</p> <p>You will:</p> <ul style="list-style-type: none"> • Develop and deliver, working closely with colleagues across the OPFCC, a high-quality community engagement plan • Promote and facilitate community/stakeholder engagement and involvement across York and North

	<p>Yorkshire to support the work of the OPFCC.</p> <ul style="list-style-type: none"> • Plan and implement engagement and consultation events and activities (either directly or in collaboration with external agencies) with local communities and statutory stakeholders in order to inform the development of fire and policing services in North Yorkshire • Plan and implement the Deputy Mayor's advice surgeries across the county • Identify appropriate audiences and stakeholder via mapping to inform engagement and consultation work • Co-ordinate stakeholder management within the OPFCC • Run community engagement events (either directly or in collaboration), ensuring that the appropriate facilitators and technical staff are in attendance and, if appropriate, facilitate group discussions • Ensure close working relationships are built with our residents and partners so that their views are taken into account in decisions affecting them and that they can influence the nature and quality of service they receive • Progress and respond to feedback raised by communities, as well as develop understanding of thematic and systemic issues • Develop and improved understanding of the voluntary and third sector in York and North Yorkshire • Undertake evaluation of activities, programmes and events and use this information to inform future community engagement planning • Better understand the needs of local communities and work closely with stakeholders to support these needs in line with OPFCC's strategic direction • Provide administrative support for meetings, collating agendas, organising speakers and taking notes as required • Support the communications team within the office for low level communications or engagement work, such as promoting the Community Fund, writing multi-channel copy • Provide advice and support to individuals and communities as necessary e.g. correspondence and telephone contact • Be a representative for the OPFCC at all times, including at community events and meetings • Act as a brand guardian for the OPFCC
<p>Skills, Experience and Qualifications:</p>	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • This is a communications and community engagement role, so the post-holder is expected to have a very high standard of written and spoken English, including an appropriate appreciation of tone and language style

	<ul style="list-style-type: none"> • Experience of working in a public office and engaging with communities and stakeholders • Ability to work with detailed information and produce accurate and well-presented documents/reports • Experience of copywriting • Ability to work to tight deadlines and juggle competing priorities • Excellent organisation and administrative skills • Professional, diplomatic manner and customer-service focus <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • An up-to-date knowledge of best practice in communications and engagement from across different sectors and areas. • Experience in the consistent application and enforcement of brand identity. • Understanding of best practice in stakeholder management and mapping
--	---

Role title	Community Engagement Officer
Date Created	April 2019
Date Last Graded	July 2022
Last updated	June 2024
PPR role profile	NYP Staff Level 2
Career Progression Plan	No