

YATE TOWN COUNCIL

JOB DESCRIPTION

JOB TITLE: Community Engagement Assistant (Welcome to Yate)

GRADE: Hay 11

REPORTS TO: Service Support Manager

TEAM: Service Support

1. JOB PURPOSE

Under the guidance of the Manager, to co-ordinate the integration of guests and to promote the facilities within the Town by engaging with guests interacting via social media platforms, email and in person and organising and hosting activities with guests. To support guests by assisting with paperwork and translation needs.

2. MAIN DUTIES/ACCOUNTABILITIES

Under the guidance of the Service Support Manager

- a) To organise and co-ordinate welcome sessions and activities for guests in Town Council venues.
- b) To establish and co-ordinate the needs of guests and to facilitate arrangements for those needs, where possible.
- c) To attend, where possible, events/meetings that have been arranged by the Community Engagement Assistant/Guests
- d) To create and maintain a 'Welcome to Yate page' on the YTC website with Ukranian translation.
- e) To promote the facilities of the Town and encourage active engagement via Social Media, website and Whatsapp platforms.
- f) To generate opportunities for guests through the setting up of schemes such as facilitating work experience placements in the community or similar by contacting local business and supporting guests to secure successful placements by assisting with paperwork or translation assistance.
- g) To work with other agencies as appropriate (eg, South Gloucestershire Council, The Care Forum) to signpost, research and connect guests with appropriate agencies.

- h) To provide a translation service where needed.
- i) Any other duty deemed in keeping with this role

3. DIMENSIONS

No financial responsibility

4. JOB CONTEXT

To provide a community network for visitors to the town and encourage and facilitate the use of Town Council facilities to enable visitors to network, learn, integrate and socialise within the Town.

5. SUPERVISION AND WORK PLANNING

The post holder is responsible to the Service Support Manager and will have regular contact and supervision but on a day-to-day basis the postholder will be required to work unsupervised.

6. PROBLEMS AND DECISIONS

The post holder implements action proposed after liaison with their Line Manager / functional supervisor.

7. CONTACTS

The post holder will be in contact with visitors to the town, staff, voluntary organisations and Town Council Members

8. KNOWLEDGE, EXPERIENCE AND TRAINING

Essential

Good numeracy and literacy skills with ability to use social media platforms;

Strong communication and interpersonal skills, with empathetic approach. Able to work as part of a team and to communicate with colleagues, Town Council Officers & Councillors and members of the public specifically Ukrainian guests

Experience of working in an administrative or community engagement type role.

NVQ level 2, or equivalent level qualification and or experience (English/Ukraine language qualification)

Be able to work without direct supervision.

Good organisation skills

Good IT skills and experience of social media, ideally with a working knowledge of Microsoft Office

Fluent in Ukrainian and English

Desirable

An interest in working in a community focused environment.

9. PHYSICAL EFFORT AND/OR STRAIN

Not applicable.

10. WORKING ENVIRONMENT

Office, venue or home.

11. EQUIPMENT

Normal office equipment / computer/mobile phone.

12. GENERAL

This job description only contains the principal accountabilities relating to this post and does not describe in detail all the tasks required to carry them out.

Duties may vary from time to time without changing the character of the post or the level of responsibility.

13. SPECIAL NOTES OR CONDITIONS

The postholder will be based at Poole Court or home but could be required to attend events or get together at any venues within the Town.

Hours of duty each week will be worked flexibly in consultation with Yate Town Council and in accordance with the demands of the service.

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EMPLOYEE SPECIFICATION

JOB TITLE: Community Engagement Assistant (Welcome to Yate)

ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	The postholder needs to be literate and numerate with ability to use social media platforms;	
Work related experience and Associated Vocational Training	Basic administrative experience. Be able to work without direct supervision. Good organisation skills	
Other Relevant Experience		An interest in working in a community focused environment. Competent IT skills including a working knowledge of Microsoft Office.
Specialist Knowledge	Fluent in Ukranian and English	
Job Related Skills		IT literate
Personal Skills	Be able to work without direct supervision. Good organisation skills	
Special Working Conditions	Hours of duty each week will be worked flexibly in consultation with Yate Town Council and in accordance with the demands of the service.	

Validated July 2022