

<b>Job Title:</b>	<b>Community Engagement Officer</b>
Department:	
Location:	Falkland Road, Wallasey
Pay Grade:	£18-19,000 per annum (full-time pro rata)
Reporting to:	Team Manager
Working hours:	Up to 35 hours per week (would suit part time working. Includes evening and weekend hours)

### Job Summary

The Sustainable Seacombe project aims to engage with over 10,000 residents through community events, information provision, and direct engagement at residents' homes. The Community Engagement Officers will be part of a team undertaking door to door visits to householders in target areas of Wirral to offer a range of services, including energy advice.

### Key Responsibilities and Accountabilities

1. Working in target areas of Wirral on a door-to-door basis to make contact with householders, including posting information and leaflets door-to-door in advance of calls and call-backs as required.
2. Representing the project to householders, explaining the nature of the project, the benefits to householders and providing information.
3. Accurately and legibly recording of information on standard forms including property details and referrals for advice and support.
4. Collation of completed documents and complying with arrangements for their handover/transmission to the Project Officer for inputting and processing.
5. Assisting in the marketing and promotion of the project as required; including undertaking community engagement activities e.g. meeting community groups, placing posters, supporting at events and workshops.
6. Participating in training courses and performance monitoring and compliance with prescribed Advice Standards.
7. Upholding the reputation of the Charity; through efficient and effective service performance and presenting a high standard of professionalism and customer care.

### General Responsibilities and Accountabilities

1. Explaining the project to householders on the door step
2. Recording of information on standard forms

3. Meeting deadlines and targets
4. Establishing and maintaining effective working relationships
5. Maintaining regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health and safety procedures.
6. Pursuing personal development of skills and knowledge necessary for the effective performance of the role
7. Adhering to Health and Safety policies
8. Adhering to procedures relating to the proper use and care of equipment and materials

## Key Interfaces

1. Clients requesting advice
2. Colleagues and managers
3. Liaising with internal departments as required
4. Working with third parties and suppliers

## Essential Qualifications

None

## Desirable Qualifications

NVQ or higher in customer engagement

Taught study in subjects related to climate change, energy efficiency, fuel poverty