



Job Specification Ageless Thanet Engagement Officer



Job Description

Role:	Ageless Thanet Engagement Officer
Hours:	9am – 5pm, Monday to Friday (with some evening/weekend working as req.) Fixed Term Contract 31 st March 2020
Location:	Margate
Salary:	Circa. £21,000 (depending on experience)

Ageless Thanet is a £3m Big Lottery Fund funded project (part of the national Fulfilling Lives campaign) which will run until 2020. The project is led by Social Enterprise Kent, and is a partnership of voluntary, statutory and private sector organisations which have come together to improve physical and mental wellbeing, and reduce loneliness and social isolation, in older people. For the purposes of this project, “older people” have been defined by the Big Lottery Fund as those aged over 50.

Social Enterprise Kent is a community-interest business dedicated to improving lives and building strong communities in Kent. We help people gain the skills they need to get back into work, and support other local charities, community groups and social entrepreneurs.

We are now recruiting for an Engagement Officer to join Social Enterprise Kent on the Ageless Thanet team. This is an exciting opportunity to join an innovative project dedicated to improving the lives of older people in Thanet. The successful individual will need to be flexible, proactive, innovative and have a great eye for detail. They will have significant experience in community engagement, PR and networking as well as ideally have an excellent knowledge of Thanet, Medway and Kent. The role will involve carrying out many different duties, including working within and outside the community in the promotion of Ageless Thanet, and understanding the needs of communities across Thanet. This will include, but is not restricted to community organisations, resident groups, businesses and statutory partners. We are especially interested in candidates who can demonstrate cross-sector working.

As well as engaging externally, the Engagement Officer will be bringing together all contracted partners across Ageless Thanet, ensuring they are working together to achieve the aims and outcomes of Ageless Thanet, as well as the aims and outcomes of the national ‘Fulfilling Lives: Ageing Better’ programme, as set by the Big Lottery Fund. These are;

- Older people are less isolated
- Older people are actively involved in their communities with their views and participation valued more highly
- Older people are more engaged in the design and delivery of services that help reduce their isolation
- Services that help to reduce isolation are better planned, co-ordinated and delivered.
- Better evidence is available to influence the services that help reduce isolation for older people in the future.

As a project designed specifically to help older people, we would encourage people of all ages to apply. We believe strongly that age shouldn't be a barrier to finding employment and we value the skills, experience and wisdom older people have to offer. In particular, experience of working with older people, and a proactive “can-do”, passionate, but effective approach to engagement and

identifying project opportunities is key. All Graduates with marketing or events qualifications will be all be considered depending on experience.

Main duties will include;

- Engaging with a wide range of stakeholders to promote and support the aims and outcomes of Ageless Thanet.
- Leading , organising and coordinating community activities/events like the annual Over 50s Festival in Thanet.
- Facilitating partnership working across the Ageless Thanet project and its partners, ensuring effective communication, efficient working practices and mutual support to achieve aims and objectives. This will involve supporting both paid staff and volunteers across the whole project
- Supporting and contributing towards project communications and marketing, such as social media, leaflets, posters and promotional campaigns, also with face to face meetings and phone calls to new and existing clients.
- Responsible for identifying and following up on new and existing PR opportunities across Kent & Medway.
- Linking with Media locally and nationally and participating in broadcasting.
- Ensuring older people are fully involved in the design, delivery and evaluation of services, as required by the Big Lottery Fund, throughout the life of the project. This will include:
 - Running focus groups
 - Helping to carry out surveys and evaluation
 - Capturing feedback from local community engagement
 - Organising community events
- Developing, adapting and delivering presentations using Microsoft programmes
- Timely and accurate reporting to line manager
- Dealing with customer, partner and stakeholder enquiries
- Supporting continuous improvement on the project team and quickly adapting to changes.
- Any other task as required by your manager

Desirable skills/attributes:

- Significant, demonstrable community engagement experience
- PR experience
- A demonstrable knowledge of Thanet and the community/voluntary sector here
- Experience in public speaking/presentation at all levels – including leading on media coverage.

Please note:

Social Enterprise Kent is a flexible employer and we welcome discussions from interested candidates who may need to discuss alternate working hours, or on a part-time basis. Some weekend and evening work is likely to be needed from time to time, given the nature of the Ageless Thanet activities. However, these activities are all planned in advance.

How to apply:

Please send a CV and covering letter to Emma Woodward (Ageless Thanet Operations Manager). This can be by e-mail at e.woodward@sekgroup.org.uk or post at Ageless Thanet, 2nd Floor, Mill Lane House, Margate, Kent, CT9 1PJ. If you have any questions, please do not hesitate to contact by e-mail or telephone on 01843 210005.

Person Specification
Ageless Thanet Engagement Officer

	Minimum	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ English GCSE or equivalent <i>grade A-C</i> ▪ A-Level qualification in customer service, Events, Marketing or equivalent. 	<ul style="list-style-type: none"> ▪ Educated to Degree or equivalent
Experience	<ul style="list-style-type: none"> ▪ Project support ▪ Working with multiple, diverse partners ▪ Event management ▪ PR and Networking ▪ Connecting with the Media ▪ Social media promotion/networking 	<ul style="list-style-type: none"> ▪ Experience working on national Projects and/or campaigns.
Skills and Abilities	<ul style="list-style-type: none"> ▪ Empathy with key stakeholder group (older people) ▪ Excellent verbal communication skills ▪ Excellent inter-personal skills ▪ Creative and flexible ▪ Strong organisational and planning skills ▪ Punctual diary management ▪ Excellent IT skills – including experience using Excel and Power Point 	<ul style="list-style-type: none"> ▪ Experience of community event planning
Knowledge	<ul style="list-style-type: none"> ▪ Knowledge of the community and voluntary sector 	<ul style="list-style-type: none"> ▪ Good knowledge of Thanet as well as Kent & Medway
Personal Qualities	<ul style="list-style-type: none"> ▪ Confident ▪ Shows initiative ▪ Customer focused ▪ Decisive ▪ Able to maintain professional boundaries ▪ Confidential ▪ Can do attitude ▪ Take a proactive approach to your work ▪ Able to work to tight deadlines ▪ Able to adapt to changing priorities ▪ Be flexible and motivated 	