

## Job Description

**Job title: Community Projects Officer**  
(Full time – 37.5 hours per week)

**Main purpose of job:**

Support the delivery of impactful community engagement projects across Kent, primarily to:

- Gather and deliver impartial energy information and advice
- Identify gaps in, and barriers to, service provision and energy support
- Provide appropriate signposting and support to people in or at risk of fuel poverty

The postholder will engage with individuals, communities and their trusted intermediaries, organising events, workshops, and 1:1 appointments.

The objectives of the Health and Wellbeing directorate include supporting our most deprived communities, working closely with local authority and NHS colleagues to reduce health inequalities and improve physical and mental wellbeing.

**Department:** Health and Wellbeing

**Location:** Field based with a Margate or Ashford office base. Due to the nature of the role, travel across Kent will be required, with a focus on East Kent and/or South Kent

**Position reports to:** Community Engagement Projects Manager

**Position is responsible for:** No line management responsibility

**Length of contract:** Permanent

**Salary:** £26,227.50

**Hours of Work:** Our office hours are between 8am-5pm; as a flexible employer we support staff with some home-working and offer flexible working. There may be some evening/weekend working when needed.

**Additional requirements:**  
A full clean driving licence and access to a vehicle to use for business  
An enhanced DBS check

### Main duties

**1. Supporting individuals**

- Provide **accessible and impartial advice and support** across our energy programme, to individuals at risk of or in fuel poverty, including unemployed East Kent residents. **Full training is provided.**
- Identify and secure venues for **engagement events**, such as advice drop-ins.
- Carry out **1:1 appointments, including telephone, face-to-face and home visits** to a case load of clients.
- Identify key stakeholders and referral partners and **proactively manage relationships** to achieve project outcomes.
- Collation of information e.g. referrals, case studies and impact data.
- Provide **wider community engagement projects support** as needed.
- Attend meetings as appropriate.

**2. Monitoring, evaluation, and reporting**

- Work cross-organisationally and collaboratively with relevant internal teams

- Use data to identify key areas of health inequalities e.g., fuel poverty, unemployment, deprivation, demographic information.
- Ensure all paperwork, reporting, outputs and outcomes are met as part of these projects, whilst ensuring an excellent attention to detail.
- Support with the provision of management information and KPIs on the project, including case studies.
- Actively contribute content for social media and for the wider marketing function (e.g. case studies and reports, etc) where needed.

### **3. External Partners and Communication**

- Maintain effective relationships with e.g. employability professionals, Information, Advice and Guidance Services, support services, stakeholders, and partners.
- Recognise people's needs for different methods of communication and respond accordingly.

### **4. SEK's Values**

- Respect – Treating people with respect promotes independence and growth.
- Continuous Improvement – We strive to grow together as a team, learning from one and other, sharing knowledge. By improving as Individuals, we elevate our collective Impact.
- Deliver on Promises – We meet or surpass our commitments, financial and impact goals.
- Socially Responsible – Demonstrating social responsibility throughout all activities.
- Positivity – We cultivate a positive attitude and humour in our approach.
- Keep Things Simple – Embrace simplicity: simple yet effective
- To be a committed team member, that is engaged with SEK's goals
- To demonstrate personal commitment to safeguarding and equality and diversity
- Any other reasonable tasks as requested by your manager

*See person specification below.*

**Last updated:** 9<sup>th</sup> June 2026

**Date of next review:** 9<sup>th</sup> June 2027

## Person Specification

**Job Title:** Community Projects Officer

**Department:** Health and Wellbeing

**Seniority Level:** Operational

Factor	Essential	Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Excellent written English and Maths</li> <li>• Willingness to work towards Level 3 Energy Awareness and Advice qualification and relevant training such as fuel debt awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Information, Advice and Guidance qualification</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with confidential and sensitive matters.</li> <li>• Experience of developing positive relationships with individuals, communities and stakeholders.</li> <li>• Experience of developing and organising community events and/or projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working or volunteering in Kent.</li> <li>• Community engagement and/or energy advisor experience.</li> <li>• Experience of collecting qualitative and quantitative data.</li> </ul>
<b>Aptitude, skills and abilities</b>	<ul style="list-style-type: none"> <li>• Ability to assess needs, manage boundaries and make appropriate referrals.</li> <li>• Ability to work with a diverse range of people and groups from different backgrounds.</li> <li>• Ability to pass on knowledge and provide impartial advice and guidance to others.</li> <li>• Ability to communicate clearly and compassionately with a wide range of people (written and verbal)</li> <li>• Experience of using Microsoft Office programmes</li> <li>• Organised and able to plan and prioritise on own initiative, including when under pressure and meeting deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using CRMs</li> <li>• Report writing and/or presentation of data</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding and appreciation of the role of the VCSE sector.</li> <li>• An interest in supporting individuals at risk of or experiencing fuel poverty, including unemployed people.</li> <li>• An understanding of safeguarding, risk and data protection.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge/ understanding of working in Community based projects</li> <li>• Understanding of energy bills, fuel poverty or energy support schemes</li> <li>• Knowledge of barriers to community engagement</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Willingness to work flexibly and enthusiastically within a team or own initiative.</li> <li>• A polite and professional telephone manner.</li> <li>• Willingness to travel locally and undertake home visits.</li> <li>• Passion for supporting communities, including those experiencing disadvantage or deprivation.</li> </ul>	