

Role Description and Employee Specification

Job Title:	Community Support Officer-Forest Food Network	Location:	Coleford
Department:	Communities & Place	Service:	Communities
Reports to:	Community Delivery Lead	Working Hours:	29.60 hrs (4 days)
Salary:	£26,403 – £27,694 pro rota	Grade:	4
Contract Type:	FTC 2 years	Direct Reports:	N/A

Overall purpose of the Post:	The Community Support Officer will sit within the Communities team and support the Forest of Dean District Council with the delivery of its Thriving Communities Priority, specifically supporting Forest Food Network projects.
Key Tasks and Responsibilities:	• Work directly with Lizzie Dyer, a freelance specialist who is commissioned by FODDC to support the strategic development of the Forest Food Network and the Financial Inclusion group. • Coordinate all Forest Food Network/FI meetings, include task/working groups as identified by the Community Delivery Lead ie arranging locations of meetings, agendas, note taking and distribution. • Forest Food Network project implementation: supporting the development of projects and priorities identified by the Community Delivery Lead - for example: growing projects, • Taking a strengths-based and place-based approach to community development • Ensure that all FFN/FI works proactively to respond to EDIB charter development . • Work with the communications team to develop effective local messaging, especially using social media. • providing clear and up to date reports on progress of your programme of work • Work within relevant legislation, prescribed policy, procedures and guidelines • Escalate to technical colleagues when necessary • Ensure all relevant customer and company information is captured and recorded accurately • Manage workload in order to meet the demands and targets within the function • Carry out duties with discretion, integrity and maintain confidentiality

	The responsibilities outlined are not intended to totally encompass or define all tasks that may be required of the post-holder. The post-holder will be required to undertake duties commensurate to the grade of this position.
Essential Requirements – Knowledge, Qualifications, Skills, Abilities and Experience:	• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English • Confidence in engaging with communities and individuals • 2 years' practical experience in a community wellbeing or engagement field of work with a clear understanding of asset-based community development. • Knowledge of the local area • Experience of working within a multi-agency and fast paced environment • Experience of responding to the needs of vulnerable or marginalised people • Emotional Intelligence • Friendly, cheerful, positive and self-driven, able to work independently and as part of a team • Positive about embracing challenge and change, open to experimenting, new ideas, reflective practice and working with other organisations in a spirit of partnership • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve routine issues by negotiation • Maintain accurate and up to date records • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	• Relevant recognised qualification • Knowledge and experience of working in a public sector organisation
General Accountabilities:	• The post holder is responsible for maintaining a safe work environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment. • Work in compliance with the Codes of Conduct, Regulations and policies of the council. • To actively support the Council to reduce its carbon emissions and deliver climate resilient services and places
Special Conditions:	• You will be expected to work reasonable additional hours in line with the needs of the service. • There may be a requirement to work at other locations to meet the needs of the business. • Full UK Driving Licence. • Ability to travel / access to a vehicle for work purposes.

Date Reviewed:	15/07/2026	Reviewed By:	Lena Maller / Jacqui Wright
Checked by HRBP	Clare Jones	Date of Issue:	15/07/26