

## Role Description and Employee Specification

<b>Job Title:</b>	Community Support Officer-projects	<b>Location:</b>	Coleford
<b>Department:</b>	Communities & Sustainable Economy	<b>Service:</b>	Community Wellbeing
<b>Reports to:</b>	Community Partnerships Lead	<b>Working Hours:</b>	28 hours
<b>Salary:</b>	£26,403 - £27,694 pro rata	<b>Grade:</b>	4
<b>Contract Type:</b>	permanent	<b>Direct Reports:</b>	n/a

<b>Overall purpose of the Post:</b>	<p>The Community Support Officer will sit within the Community Wellbeing Team and support Forest of Dean District Council with the delivery of its Thriving Communities Priority. The purpose of the role is to improve people's quality of life by enabling activities, projects and networks which respond to issues which have been identified as important by communities and support the District Council's priorities.</p> <p>This role will also undertake triage and casework to support the Council's statutory safeguarding function.</p>
<b>Key Tasks and Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Taking a strengths-based and place-based approach to community development</li> <li>• project implementation on areas outlined by the Community Partnerships Lead, which may change over time, supporting the development of projects and priorities as outlined in the Council Plan, for example: Financial Inclusion and our work implementing LIFT related projects (Low Income Family Tracker) and the Forest Food Network.</li> <li>• Work with the communications team to develop effective local messaging, especially using social media.</li> <li>• providing clear and up to date reports on progress of your programme of work</li> <li>• Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally</li> <li>• Work within relevant legislation, prescribed policy, procedures and guidelines</li> <li>• Be a key member of Safeguarding team, helping to fulfil the Council's Statutory Duties</li> <li>•</li> <li>• Ability to resolve complex issues by negotiation</li> <li>• Deliver commitments and take ownership of own caseload</li> </ul>

	<ul style="list-style-type: none"> <li>• Escalate to technical colleagues when necessary</li> <li>• Ensure all relevant customer and company information is captured and recorded accurately</li> <li>• Manage workload in order to meet the demands and targets within the function</li> <li>• Carry out duties with discretion, integrity and maintain confidentiality</li> </ul> <p>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.</p>
<p><b>Essential Requirements – Knowledge, Qualifications, Skills, Abilities and Experience:</b></p>	<ul style="list-style-type: none"> <li>• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English</li> <li>• Confidence in engaging with communities and individuals</li> <li>• 2 years’ practical experience in a community wellbeing or engagement field of work with a clear understanding of asset-based community development.</li> <li>• Knowledge of the local area</li> <li>• Experience of working within a multi-agency and fast paced environment</li> <li>• Experience of responding to the needs of vulnerable or marginalised people</li> <li>• Emotional Intelligence</li> <li>• Friendly, cheerful, positive and self-driven, able to work independently and as part of a team</li> <li>• Positive about embracing challenge and change, open to experimenting, new ideas, reflective practice and working with other organisations in a spirit of partnership</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>• Ability to resolve routine issues by negotiation</li> <li>• Maintain accurate and up to date records</li> <li>• Demonstrate commitment and resilience to succeed</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to manage time effectively</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google</li> </ul>
<p><b>Desirable Requirements Qualifications, Skills and Abilities:</b></p>	<ul style="list-style-type: none"> <li>• Relevant recognised qualification</li> <li>• Knowledge and experience of working in a public sector organisation</li> </ul>
<p><b>General Accountabilities:</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of the council.</li> <li>• To actively support the Council to reduce its carbon emissions and deliver climate resilient services and places</li> </ul>

<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>• You will be expected to work reasonable additional hours in line with the needs of the service.</li> <li>• There may be a requirement to work at other locations to meet the needs of the business.</li> <li>• Full UK Driving Licence.</li> <li>• Ability to travel / access to a vehicle for work purposes.</li> </ul>		
<b>Date Reviewed:</b>	April 2026	<b>Reviewed By:</b>	Jacqueline Wright
<b>Checked by HRBP</b>		<b>Date of Issue:</b>	