

Role Description and Employee Specification

Job Title:	Parish and Town Council Engagement Officer	Location:	Coleford
Department:	Communities	Service:	Community Wellbeing
Reports to:	Community Delivery Lead	Working Hours:	37 hours
Salary:	£30,518	Grade:	6
Contract Type:	2 year Fixed Term	Direct Reports:	n/a

Overall purpose of the Post:	<p>To engage with and support Parish and Town councils (PTCs) across the Forest of Dean to prepare for Local Government Reorganisation and devolution of services and assets.</p> <p>The postholder will schedule engagement plans between FODDC and the PTCs enabling better conversations and development of theme-based conversations which lead to actions and agreed outcomes.</p> <p>To coordinate with partners supporting LGR, namely GAPTC, GRCC and FVAF, to support and enable place-based conversations.</p> <p>To be a portal for PTCs into FODDC for queries relating to LGR and to triage council queries — becoming a recognised and trusted face of the district’s place-based work.</p> <p>The Parish & Town Council Engagement Officer will work collaboratively to help support and facilitate the sharing of services and resources across councils and work with VCS partners delivering asset or service transfers.</p>
Key Tasks and Responsibilities:	<p>1. Council Engagement and Relationship Management</p> <ul style="list-style-type: none"> Act as the first point of contact for PTC’s and triage queries Act as a bridge between FODDC senior management and PTC’s to help support the dissemination of LGR information and devolution matters supported. Build trusted relationships with clerks and councillors to ensure two-way transparent communications. Working with the District Council’s Communities Team, GAPTC and other VCS support commissioned by FODDC, to support under-engaged or low-capacity councils to re-engage in networks and initiatives. <p>2. Coordination of Cluster Support</p> <ul style="list-style-type: none"> Coordinate and manage the calendar of geographic cluster meetings including scheduling, meeting prep, minute-taking, and follow-up.

	<ul style="list-style-type: none"> ● Encourage participation and ensure meeting outputs are captured, actioned, and shared. ● Promote peer support and the development of shared models of working. <p>3. Facilitation of Place-Based Conversations</p> <ul style="list-style-type: none"> ● Support action-focused themed conversations at the local level ● Work closely with the FODDC Communities team to build on local knowledge and existing partnerships. ● Assist in widening invitations and participation to relevant stakeholders as appropriate. <p>4. Practical Support for Collaboration Between Councils</p> <ul style="list-style-type: none"> ● Support the PTC to develop priority action focused theme-based work. ● Connect councils with similar needs and broker joint working. ● Play an active role to support any conversations regarding Community Governance Review <p>5. Acting as a Liaison and Triaging Enquiries</p> <ul style="list-style-type: none"> ● Become a visible and consistent face for PTCs, acting as a liaison point to help resolve queries and make connections. ● Support access to the right contacts across FoDDC and help reduce perceived reluctance or barriers to engagement. <p>6. Needs Assessment and Capacity Building</p> <ul style="list-style-type: none"> ● Map council readiness levels and resource gaps to inform support needs. ● Working with GAPTC who provide core training e.g. CiLCA, budgeting, as well as those VCS organisations commissioned by FODDC support to enable LGR, including asset transfer to facilitate targeted development sessions. ● Schedule stakeholder meetings to plan the development of support to PTC <p>7. Communications and Resource Development</p> <ul style="list-style-type: none"> ● Support the coordination of key messages and maintain a consistent flow of information. ● Working with GAPTC, gather case studies and examples to inspire councils and share what’s working well. <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>Essential Requirements – Knowledge, Qualifications, Skills, Abilities and Experience:</p>	<ul style="list-style-type: none"> ● A minimum qualification equivalent to NVQ level 3 or A level, and/or three years relevant experience ● GCSE Maths and English or equivalent to grade C/4 or higher ● Ability to build customer relationships ● Ability to remain calm and confident when dealing with challenging situations ● Ability to resolve complex issues by negotiation ● Maintain accurate and up to date records ● Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes ● Demonstrate commitment and resilience to succeed ● Excellent written and verbal communication skills

	<ul style="list-style-type: none"> • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Microsoft Teams 		
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Relevant recognised qualification • Experience working with internal/external customers, partners/clients and elected members • Knowledge, understanding or experience of project management 		
General Accountabilities:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	04/02/26	Reviewed By:	Lena Maller/Jacqui Wright
Checked by HRBP	Clare Jones	Date of Issue:	24/03/2026