

JOB DESCRIPTION

Job title	Community and Carer Engagement Officer
Report to	Carers Hub Deputy Manager / Service Manager
Hours of work	Flexibility between 37.5 hours Occasional evenings and weekend working outside of the above hours in response to the requirements of the service
Salary	£26,325.00 per annum
Base and Locations	This role involves regular travel across Birmingham and the West Midlands, including community venues, stakeholder meetings, networking events, conferences, outreach locations and occasional home visits.
Contract type	Fixed term until 31st March 2027

Job Purpose

To play a key role in raising the profile, visibility, and impact of Age Connects West Midlands across Birmingham and the wider West Midlands.

The postholder will act as a highly visible representative for the organisation, building relationships with community groups, voluntary organisations, commissioners, healthcare providers, local authorities, businesses, funders, and other key stakeholders. Through networking, partnership development, outreach activities, and community engagement, the postholder will promote the organisation's services, increase awareness of support available to local communities, and identify opportunities for collaboration and growth.

Whilst supporting unpaid carers remains an important aspect of the role, the primary focus is on representing the charity, strengthening community connections, promoting all organisational services, and ensuring that Age Connects West Midlands remains a trusted and influential presence within local communities.

Essential Duties/Responsibilities:

- Serve as a professional representative for Age Connects West Midlands at community events, conferences, exhibitions, forums, stakeholder meetings, and networking opportunities.
- Promote the full range of Age Connects West Midlands services, projects, campaigns, and initiatives to community members, professionals, and partner organisations.
- Develop and maintain relationships with commissioners, elected members, NHS partners, housing providers, community leaders, businesses, funders, and voluntary sector organisations.
- Identify opportunities for partnership working, collaborative projects, funding opportunities, sponsorship, and community investment.
- Increase the visibility and reputation of Age Connects West Midlands through proactive engagement with local communities and stakeholders.
- Develop new referral pathways and partnership opportunities that enhance organisational reach and community impact.
- Gather community intelligence and stakeholder feedback to inform service development and strategic planning.
- Represent the organisation at strategic partnership meetings and contribute to wider community development initiatives.
- Work alongside communications and fundraising colleagues to support awareness campaigns, promotional activities, community events, and fundraising initiatives.

- Support the recruitment and development of volunteers, community champions, and local advocates for the organisation.

Skills & Knowledge

- Knowledge and understanding of the voluntary, community, health and social care sectors and the challenges facing older people, carers, and local communities.
- Understanding of community engagement, stakeholder management, partnership working, and community development principles.
- Knowledge of local authority, NHS, voluntary sector, and community-based support services across Birmingham and the West Midlands.
- Strong networking and relationship-building skills, with the ability to establish, develop, and maintain effective partnerships with a wide range of stakeholders.
- Excellent verbal and written communication skills, with the ability to communicate confidently and professionally with individuals, groups, organisations, and senior stakeholders.
- Ability to represent the organisation positively and professionally at meetings, events, conferences, forums, and networking opportunities.
- Experience of delivering presentations, awareness sessions, workshops, and promotional activities to a variety of audiences.
- Strong organisational and administrative skills, with the ability to manage competing priorities, plan activities, and meet deadlines.
- Excellent IT skills, including Microsoft Office applications, databases, CRM systems, virtual meeting platforms, and digital communication tools.
- Ability to gather, analyse, and report on community intelligence, stakeholder feedback, and engagement outcomes.
- Ability to identify opportunities for partnership development, community investment, funding opportunities, and collaborative working.
- Strong interpersonal skills with the ability to influence, negotiate, and build credibility with internal and external stakeholders.
- Ability to work independently, use initiative, and make informed decisions whilst contributing effectively as part of a team.
- Understanding of safeguarding responsibilities and the ability to recognise and report concerns appropriately.
- Knowledge of GDPR, confidentiality, and information governance requirements.
- Commitment to equality, diversity, inclusion, and promoting accessible services for all communities.
- Flexible and adaptable approach to work, including the ability to work occasional evenings and weekends when required.
- Commitment to continuous professional development and maintaining current knowledge of relevant legislation, policy, and best practice.

Special Conditions

- The post requires an enhanced Disclosure and Barring Service (DBS) check.
- This job description reflects the current responsibilities of the role but is subject to review and may be amended in agreement with the post holder.

Age Connects West Midlands / Jubilee Citizens UK are committed to Safeguarding:
Promoting good practice and prevention of harm and abuse
To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

PERSON SPECIFICATION

FACTORS	ESSENTIAL	DESIRABLE
Knowledge, Skills and Abilities: 1. Knowledge and understanding of community engagement, stakeholder management, partnership working, and community development principles. 2. Knowledge of the voluntary, community, health and social care sectors and the support available to older people, carers, and local communities. 3. Excellent communication and interpersonal skills, with the ability to engage effectively with a wide range of audiences and stakeholders. 4. Ability to build, develop, and maintain positive professional relationships and partnerships. 5. Ability to confidently represent the organisation at meetings, events, conferences, and networking opportunities. 6. Strong organisational and time management skills with the ability to manage a varied workload and competing priorities. 7. Good IT skills, including Microsoft Office, databases, CRM systems, email, and virtual meeting platforms. 8. Understanding of equality, diversity, inclusion, safeguarding, confidentiality, and GDPR requirements. 9. Ability to deliver presentations, awareness sessions, workshops, and promotional activities to a range of audiences. 10. Knowledge of local services, community resources, and support networks across Birmingham and the West Midlands.	* * * * * * * *	* *
Experience: 11. Experience of community engagement, outreach, partnership working, or stakeholder engagement activities. 12. Experience of developing and maintaining effective relationships with a range of organisations and stakeholders. 13. Experience of representing an organisation at meetings, events, forums, conferences, or networking opportunities. 14. Experience of organising, coordinating, or supporting community events, projects, or initiatives. 15. Experience of gathering information, feedback, or community intelligence and producing reports or summaries. 16. Experience of working within the voluntary, community, public, or health sector. 17. Experience of supporting awareness campaigns, fundraising activities, or volunteer engagement initiatives.	* * * * * * *	
Education and Qualifications: 18. Good overall standard of education, including English and Maths or equivalent. 19. Evidence of relevant professional learning, training, or development. 20. Willingness to undertake further training and continuous professional development. 21. Relevant qualification in community development, health and social care, voluntary sector management, communications, or a related field.	* * *	*
Personal Characteristics: 22. Professional, approachable, and confident manner with the ability to act as an ambassador for the organisation. 23. Ability to work collaboratively with colleagues, partners, and stakeholders to achieve shared objectives.	* *	

24. <i>Self-motivated, proactive, and able to work independently using initiative.</i>	*	
25. <i>Flexible and adaptable approach to changing priorities and service needs.</i>	*	
26. <i>Commitment to equality, diversity, inclusion, and community empowerment.</i>	*	
27. <i>Commitment to the values and objectives of Age Connects West Midlands.</i>	*	
28. <i>Willingness to travel across Birmingham and the West Midlands and work occasional evenings and weekends when required.</i>	*	