



Community Engagement Manager

A note from our CEO

For over 40 years, The ClementJames Centre has been offering local people the skills, knowledge, opportunities and support they need to achieve their potential. We have come a long way in that time – from a straightforward homework club to a well established community support charity, transforming the lives of close to 3,000 people each year.

Our dedicated staff team is essential to the success of everything we do. Together, we work towards creating a fairer society where everyone is equipped with suitable skills and gets the opportunity to achieve their ambitions. We do this by providing high quality services driven by individual needs. Working at ClementJames will put you at the forefront of making positive social change, helping local children and adults to grow and succeed.

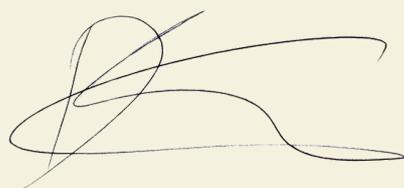
As part of our ambitious new Strategic Plan, we are committed to being an exemplar of high-quality, targeted support for people in our local community. While our core programmes focus on building employment skills, improving educational attainment, and resolving financial difficulties, we also recognise the importance of creating welcoming spaces where people feel connected, supported, and valued.

The Community Engagement Manager will play a key role in making this happen, ensuring our centre remains a thriving hub where clients can engage in activities that promote wellbeing, reduce isolation, and build social connections (sometimes over a simple coffee and biscuit!). This role will involve listening to and respecting the voices of the community to shape meaningful activities, building and maintaining partnerships with local organisations to maximise opportunities for engagement, working collaboratively with colleagues across employment support, advice and guidance, and youth education services to ensure a joined-up approach. Reporting to the Chief Programmes Officer, you will be central to creating a vibrant, inclusive community environment that supports people to thrive.

In 2024 ClementJames introduced a 9 day fortnight policy through which, staff members work 9 days over a fortnight and have a Friday off every other week. We introduced this as a way of prioritising staff wellbeing, and ensuring individuals have a strong work-life balance. This policy will apply to you.

If you believe that everyone should have the opportunity to realise their ambitions and live fulfilled lives and you would like to join a dynamic, innovative organisation, then The ClementJames Centre could be the perfect career choice for you.

Dami Solebo



Job Purpose

The Community Engagement Manager will play a pivotal role in fostering a positive and inclusive environment within our charity. This role will oversee programmes which are designed to meet the day-to-day needs of our clients in a supportive environment. Whether someone is dropping in for a cup of tea before an appointment, needs informal advice, wants to take part in a wellbeing activity, or simply needs to use a phone or computer, this is where they are welcomed. This role will also connect individuals to the full range of services we offer.

The Community Engagement Manager will lead on the design, facilitation and implementation of wellbeing initiatives that promote resilience in the local community. These wellbeing programmes will be informed by the lived experience of our clients and will align with our mission of equipping the community for success. An essential part of the role will be ensuring client voice is embedded across our work. Through focus groups, user forums and ongoing consultation, the Community Engagement Manager will ensure that community feedback actively shapes programme design and delivery.



Person Specification

- Ability to demonstrate strong leadership skills, and the ability to be an inclusive and supportive manager;
- Experience of working in the charity sector and liaising with adults and young people;
- Be able to demonstrate strong communication skills with the ability to set expectations and deliver clear messages;
- Experience of facilitating group workshops, in particular with a focus on wellbeing;
- Experience of building relationships with internal and external stakeholders;
- Experience of working in a high demand, service user focused environment with demonstrable resilience and the ability to use a wide range of technologies to support service delivery;
- A proven ability to provide appropriate intervention to a child or adult who is presenting with a safeguarding concern;
- Be able to demonstrate an understanding of the issues or barriers to people's wellbeing;
- Ability to think and work on own initiative through prioritising, planning, organising tasks and activities to meet deadlines.



Who are we looking for?

We are looking for people who can demonstrate our values: **Enable, Quality, Understanding, Improvement, and Partnership.**

Enable: we believe in helping people find the resources and achieve the independence they need for long-term solutions. Are you someone who strives to achieve the right outcome for each individual? You will be committed to building an inclusive culture in which everyone is valued for the unique people they are.

Quality: we are committed to providing the best environment for our staff to flourish so we can provide the best possible services to the community. Are you someone who is self-motivated, with a sense of ownership over tasks and duties? You will take pride in being efficient in all aspects of your work. You will also have the ability to plan and prioritise tasks and meet deadlines in a fast-paced working environment.

Understanding: we value the experience of every person in our community; our work is based on our understanding of the community's priorities. Are you someone who is kind and supportive of others? We need team members who deliver a professional service while maintaining compassion for clients and colleagues alike.

Improvement: we analyse what works and we learn from mistakes. You will have a growth mindset, embracing challenges and reflecting on how to develop and improve. You also have a positive attitude and the ability to work flexibly.

Partnership: we work collaboratively with individuals and organisations to achieve shared goals. Are you someone who enjoys working as part of a team? You will be supportive of your team members and beyond as we work together to equip the community for success.

Main duties and responsibilities

Key Relationships - Internal

In the new Community Engagement Manager role, building strong internal relationships across the charity will be essential. The Manager will work closely with each programme manager, and their respective teams, to embed wellbeing practices throughout all programmes and interventions. Additionally, the Community Engagement Manager will help teams work effectively with volunteers to enhance programme delivery, ensuring that volunteer efforts align with the charity's goals and help maximise the impact of each programme.

Key Relationships - External

Community engagement is a core part of this role, so building and maintaining strong relationships with local residents, community groups (e.g The Volunteer Centre & Grenfell Health and Wellbeing Service) and other partner organisations is crucial. Relationships with these partnerships are key for driving the aims of our programme. You will help achieve a core part of the partnership strategy, which is focused on working collaboratively with partners who might not necessarily work directly with us - e.g. LCAT, Local Authority and other local organisations.

Line Management

- Provide line management and supervision for the Community Engagement team, including managing reception, inclusive of but not limited to, training, probation reviews and appraisals;
- Support direct reports with their professional development;
- Ensure that KPIs are met;
- Conduct observations of staff and provide feedback

Programme Strategy and Delivery

- Ensure that all targets related to the charity's community engagement programme are met;
- Ensure that strategic objectives (set by SMT) are achieved;
- Design, implement, facilitate and oversee a range of wellbeing initiatives tailored to the needs of the community;
- Produce an annual calendar of wellbeing activities in line with targets and strategic objectives including creative needs-driven group sessions;
- Deliver and facilitate group workshops for both adults and young people around wellbeing **(continued on next page)**

Main duties and responsibilities (continued)

- Represent the charity at local events, forums, and networks to raise awareness of our work and encourage collaboration;
- Manage the programme's budget and ensure that it is delivered within target;
- Oversee the planning and implementation of programmes and processes of client feedback and programme co-design;
- Develop targeted outreach strategies to engage underrepresented groups;
- Organise and deliver coffee mornings and open days to engage clients and volunteers with what we do;
- Support the creation of content (e.g. newsletters, social media updates, display boards around the centre) that highlights community involvement and impact;
- Support other managers in recruitment and engagement across all strands, inclusive of clients, students and volunteers;
- Cover of reception, and delivery across other programmes when required.

Monitoring and Evaluation

- Analyse and evaluate programmes and make changes accordingly;
- Regularly review the programme resources to ensure a high quality service.

General

- To be an active member of the charity's safeguarding team and provide safeguarding support to staff as and when required;
- To conduct and approve risk assessments as and when required;
- To ensure that The ClementJames Centre's policies and procedures are met, including but limited to, the charity's Diversity, Equality and Inclusion policy and the charity's Health and Safety policy.

Any other job-related duties as assigned

Although core duties of the post are set out above, a flexible approach to work is essential. The post holder may be required to adapt the above duties to take account of changes in work practices and to ensure compliance with all necessary regulations and legal requirements; and to undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.



Safer Recruitment

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of children and adults at risk.

Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults.

The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Our principles:

- We will always seek to recruit the best candidate for the role based on merit, including their skills, experience, motivation and competencies. Our robust recruitment and selection process should ensure the identification of the person best suited to the role and the organisation.
- We are committed to diversity and equality of opportunity and will interview all applicants (internal and external) who self-declare at application as having a disability, and who meet the minimum requirements in the person specification of the vacancy they are applying for.
- We will make reasonable adjustments at all stages of the recruitment process in order to enable successful candidates who declare disabilities to start working or volunteering with us.
- Any current member of staff, volunteer or client who wishes to apply for vacancies and is suitably qualified will be considered and addressed fairly and objectively based on their merit.
- As an organisation committed to safeguarding, we will ensure all under 18s joining the organisation have ongoing risk assessments to make sure their role and activities are safe and appropriate.
- All documentation relating to candidates will be treated confidentially in accordance with GDPR legislation.

A woman with brown hair, wearing a grey sweater and a blue lanyard with 'STAFF' written on it, is engaged in a conversation with two men in dark blue suits. They are in a room with a white wall and a bookshelf in the background. The woman is looking towards the man on the right, who is partially visible. The man on the left is also partially visible, looking towards the woman. The background is slightly blurred, showing a bookshelf with colorful books and a white wall with some text that is not clearly legible.

To find out more, please contact:

The ClementJames Centre
95 Sirdar Road, London, W11 4EQ

020 7221 8810
reception@clementjames.org
www.clementjames.org

Follow us on:

twitter.com/ClementJames
instagram.com/theclémentjamescentre
facebook.com/theclémentjamescentre
linkedin.com/company/the-clémentjames-centre

Registered Charity No. 1009253; Company Registration No. 2677427