



Tiger Bay and the World

THE HERITAGE & CULTURAL EXCHANGE

Job Description for Community Engagement Worker

Location: Cardiff (some remote working possible).

2 years fixed term with possibility of extension.

20 hours per week spread over 3 – 5 days.

15 days annual leave + bank holidays (full time pro-rata of 28 days)

Salary £12 per hour paid monthly



The Community Engagement Worker will be responsible for all aspects of developing, implementing and monitoring a successful volunteer programme for the Heritage and Cultural Exchange (HCE)

Specific tasks

- Identify opportunities and platforms for recruiting volunteers from the local community, reflecting its ethnic and cultural diversity.
- Interview, support, supervise and retain at least 20 volunteers per year.
- Organise induction, training, workshops and events in collaboration with the volunteers, trustees and local partner organisations.
- Liaise with partner organisations, community-based groups and HCE volunteers to plan and monitor volunteer placements and activities.
- Respond to email, telephone and in person communications concerning volunteers and the volunteer programme.
- Ensure safety and wellbeing of volunteers in the context of any work undertaking on behalf of HCE.
- Identify opportunities for showing appreciation and recognition to volunteers, giving and receiving feedback and responding appropriately to their development needs and aspirations.
- Maintain records for monitoring and evaluation all aspects of the volunteer programmes and experience including equality and diversity in relation to recruitment, retention, reasons for leaving, satisfaction, complaints, etc.
- Regularly report to trustees.
- Other tasks, as requested by trustees, that may occur from time to time.

Person Specification for Community Engagement Worker

The vision, mission and organisational values of The Heritage & Cultural Exchange demand a high standard of conduct and accountability from our trustees, employees and volunteers. We have a moral responsibility for safeguarding and wellbeing of every person that engages with us as HCE, and specific legal duties in relation to children and vulnerable adults. We have zero tolerance for all forms of discrimination, abuse, bullying or harassment and encourage reporting and whistle blowing of any behaviour that is perceived to contravene either our own policies or our legal duties.

Essential

You must be able to demonstrate, with examples

- Understanding of all aspects of equality, diversity, inclusion and anti-racist principles and practice including intersectionality.
- Experience of a leadership role in community-based organisations or events (e.g. voluntary sector, neighbourhood, youth groups, religious groups, education setting, sports, clubs etc).
- Written communication skills at sufficient level to respond appropriately to email inquiries, produce user friendly recruitment materials, guidance documents and reports to trustees.
- Knowledge of volunteering and the value of involving volunteers in planning and decision making as well as participating in activities.
- Appropriate manner and approach for engagement with the public, volunteers, partners and donors of all ages, faiths, ethnicities and other protected characteristics.
- Ability to work on own initiative with minimal supervision.
- Strong IT skills and proficiency in using Microsoft Office packages.

Desirable

We understand that not everyone has had the opportunity to acquire relevant work experience and advise applicants to demonstrate their potential for fulfilling the requirements of the desirable specifications by giving examples from their personal lives or informal settings, even if they do not possess the skills, knowledge or experience in an organisational context.

- Experience of accurate data entry and preparation of management information.
- Experience of producing formal written documents using clear and appropriate language.
- Innovative and successful use of social media.
- Experience of coordinating a successful recruitment process.
- Ability to work flexibly across a range of tasks – displaying excellent organisation skills, with the ability to prioritise and work to deadlines.
- Analytical skills with a keen eye for detail in written and statistical data.