



JOB DESCRIPTION

Job title:	Community and Engagement Manager
Service:	Hertfordshire Children's Contact Service and FOOD Clubs
Salary:	Grade 3 point 20-23
Hours:	30 hours per week - 3 hours minimum required on a Saturday
Location:	Hertfordshire
Responsible to:	Hertfordshire Children's Contact Service Manager and Regional FOOD Club Manager/National FOOD Club Manager

Summary of job:

To Manage Families' access to stakeholders that enhance their community engagement, including, but not limited LifeSkills. Manage and encourage families to access local training, development and support services to improve their skills and knowledge of support available to them. To improve life chances and wellbeing. To enable those that live in the area who become more confident in their engagement with services.

Manage FOOD Clubs in Hertfordshire (Food On Our Doorstep) programme aims to: provide regular access to a sustainable supply of food to people at risk of food insecurity; encourage families to access local support services and be signposted to other agencies; increase disposable income for local families to improve life chances and wellbeing; reduce the amount of food being sent to landfill in the UK by utilising surplus food.

Key tasks and responsibilities:

1. To engage key stakeholders and provide families opportunities to understand local service offers
2. Manage engagement and coproduction with families to deliver services that effectively meet their needs.
3. Overseeing all aspects of the day-to-day running of the programmes across Hertfordshire
4. To manage and deliver wrap around services e.g. Lifeskills, Holiday Hub, Take and Make, Food and Mood and other initiatives.
5. In consultation with the National FOOD Club Manager and Regional FOOD Club Manager Ensuring the Food clubs have high standards of service delivery and are delivered to the target number of families.
6. Ensuring food safety/hygiene standards are in line with environmental health standards.



7. Monitoring allergies forms and providing the staff team with accurate and up-to-date information to prevent any risk to service users. Carrying out regular compliance checks to ensure the quality and safety of the service, in order to protect service users, partner organisations, volunteers and staff.
8. Supervisory oversight of the clubs in partnership with the regional manager, including; budget monitoring, stock control, safe recruitment of staff and volunteers, induction and training, supervision and appraisal.
9. Utilising our online Inform system to collect data to report on KPIs, including; uptake of the service and positive financial impact on families.
10. To use a range of methods to collect data and information on impact and outcomes for individuals and families.
11. Monitoring regular attendance at FOOD Clubs to ensure targets are achieved and to prevent food wastage.
12. Liaising with suppliers to ensure a stable supply of food and other resources at each FOOD Club and transport this supply when needed to the FOOD Club using a Family Action vehicle or hired vehicle.
13. Supporting the implementation of agreements with partner organisations to support the smooth running of the clubs and maintain positive relationships.
14. Developing the service by looking for new opportunities for growth, including expansion to other local areas and advertising existing FOOD Clubs via local agencies.
15. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services
16. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
17. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
18. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
19. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Continued on next page



Person Specification

1. Educated to level three or with previous experience in at least one of the following environments: retail, social care, health and safety, environmental health, education and/or previous work with families.
2. Previous experience of motivating and developing a team to deliver on target.
3. Skilled in customer service management and with the ability to have challenging conversations with tact and diplomacy.
4. Experience of delivering group work sessions.
5. Clear understanding of food hygiene standards and procedures.
6. Knowledge of the basic principles of budget and financial procedures.
7. Previous experience of stock management, including supply chains, control, contracts.
8. Ability and willingness to travel at short notice across designated area, including the transportation of food supply.
9. Willingness to support the delivery of FOOD clubs in other areas if required.
10. Should have a full driving license and access to vehicle for work purposes to undertake regular travel to meet the needs of the service. You must demonstrate that your car insurance includes business use and that your car is road worthy. Candidates who meet the requirements for the role but do not have access to the above may be considered where reasonable adjustments can be discussed and implemented.
11. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a. Being **people** focused
 - b. Reflecting a '**can do**' approach
 - c. Striving for **excellence** in everything we do
 - d. Having **mutual** respect for everyone we work with, work for and support through our services.