



Role Description

Job Title: Engagement Co-ordinator

Location: This post is hybrid between homeworking and our Cardiff office.

Contractual Status of Role: 35 hours per week

Salary: £26,545

Job Title of Line Manager: Head of Policy and Projects

Job Purpose: The Engagement Coordinator will ensure Age Cymru engages effectively in communities across Wales through organising and co-ordinating meetings and events..

Main Duties and Responsibilities:

1. Develop, co-ordinate and deliver a programme of events (meetings, focus groups, information stands, etc) across Wales that engage with communities and raise awareness of Age Cymru activity and services.
2. Work closely with colleagues to co-ordinate attendance at events, recruitment fairs and other external meetings.
3. Plan and implement the delivery of partnership events to ensure effective and close partnership working between the charity and wider stakeholders and partners.
4. Co-ordinate clear communications promoting events to key audiences, including writing copy for online and offline promotional materials, keeping relevant web pages up to date and posting updates on social media.
5. Seek out and build positive relationships with volunteers, existing community groups, leaders and representatives to add value to Age Cymru projects and initiatives.
6. Maintain our contacts database.
7. Monitor, evaluate and report on engagement activity to promote continuous improvement, including regular reports for internal and external use, ensuring that engagement outcomes are captured and communicated in line with organisational requirements.
8. Taking the lead in managing internal attendees by sending timely, relevant information.

Person Specification

Person Specification	
Experience	<ul style="list-style-type: none"> • Experience of developing and supporting community activities, events and projects • Stakeholder engagement and/or partnership working • Gathering feedback from the public • Working with websites and social media
Knowledge	<ul style="list-style-type: none"> • Knowledge of best practice in community engagement, organising and empowerment and understanding of the challenges and barriers to community participation • Knowledge of Word, Excel and PowerPoint are essential for producing reports, schedules and presentations. Knowledge of working with databases is highly desirable. • Older people's issues and barriers to accessing services
Skills and ability	<ul style="list-style-type: none"> • Ability to prioritise workload to ensure that responsibilities are fulfilled when working in a busy team environment. • Excellent organisational skills • Efficient and calm when working under pressure on a variety of tasks simultaneously, to tight deadlines • Ability to solve problems constructively and propose practical ways ahead when faced with difficulties • Ability to absorb, analyse and impart information quickly • Attention to detail and ensuring accuracy when updating documents, both online and offline • A confident and positive approach to handling interaction with others by using a full range of interpersonal skills (for example, tact, diplomacy, negotiation, influencing, assertiveness). • Ability to working in partnership with other agencies including statutory and voluntary organisations. • Ability to identify potential blocks to progress and adapt work appropriately to overcome obstacles to achieve goals. • Excellent written and oral communication skills • Ability to work flexibly and proactively on own initiative and also as part of a team. • A commitment to the needs and aspirations of older people, and an interest in ageing issues.

	<ul style="list-style-type: none"> • Reliable and willing to accept responsibility and take decisions when appropriate. • Ability to speak Welsh - Desirable
Qualifications	

Additional Circumstances:

The role holder will be required to provide a car for business use and to travel throughout Wales together with occasional wider UK travel and work some unsocial hours. These requirements will be planned in advance.

This role description is not intended to be exhaustive in every respect, but rather to define the fundamental purpose and responsibilities for the role. Therefore, this role does not define any individual role holder.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

<i>SIGNED FOR AND ON BEHALF OF AGE CYMRU</i>	Signature: Name: Title: Date:
---	--

SIGNED BY ROLE HOLDER	Signature: Name: Date:
------------------------------	------------------------------

Final – May 2020