

Housing and Health

JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks.
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.



Job Title: Community Wellbeing Support Officer

Grade 5

Service: Housing and Health

Accountable to: Healthy Lifestyles Programme Officer

Last updated: August 2021

JOB SUMMARY

To provide project and business support for initiatives aimed at improving the safety, health, wellbeing and quality of life of those living and working in East Herts.

To work across the council supporting engagement with communities and the delivery of projects aimed at improving the quality of life of those living and working in East Herts.

To provide a key role in supporting the development and implantation of specific projects and tasks for the council and the Healthy Hub East Herts

Core Accountabilities

- 1 Provide project support for the delivery of community wellbeing and engagement activities including Healthy Hub East Herts
- 2 Provide administrative and project support for partnership work aimed at securing long term sustainable funding to develop community wellbeing and engagement activities
- 3 Support the promotion of key community safety, health and wellbeing messages, working with partner organisations to promote initiatives and campaigns
- 4 Attend network meetings, working in partnership with community organisations, to promote and develop community wellbeing projects and opportunities
- 5 Support the Community Wellbeing team in promoting and raising awareness of community

wellbeing activities among senior colleagues, members and partner agencies

- 6 Support the Community Wellbeing & Partnerships team with the promotion, delivery and evaluation of public engagement exercises
- 7 Provide administrative support for the promotion and development of key strategies including the Health & Wellbeing strategy, Cultural Strategy and the Community Transport Strategy
- 8 Format information given by officers to produce presentable documents as required, using common applications such as PowerPoint, Word and Excel
- 9 To work as part of the Community Wellbeing and Partnership Service, supporting the work of the team, contributing to team meetings and to the development of the annual Service Plan.
- 10 Promote council values and behaviours that treat people with respect and enables them to develop and realise their potential, and work in accordance with health and safety, equal opportunities and environmental policies.
- 11 Contribute to driving forward the council's digital programme, ensuring services are designed for the future and that the overall development and success of the Council is in line with its vision and corporate priorities.
- 12 Deliver efficient, customer-focused services underpinned by a can-do approach while ensuring excellent customer satisfaction.

Management /Supervisory Responsibilities

1. None

Communications and Contacts

1. Portray a positive attitude to all customers, internal and external
2. Take ownership of customer queries, reporting back in a timely fashion
3. Communicate verbally and in writing
4. Work constructively with colleagues, members and partners.
5. Use IT to produce a wide range of documents including drafting reports, taking and writing notes/minutes/agendas, organising meetings, analysing, interpreting data and presenting findings.
6. Act as an advocate for the council and create opportunities to enhance the council's performance, reputation and image externally with local and other stakeholders.

Financial / Budgetary Responsibilities

1. Deliver value-for-money customer focused services.
2. Explore and identify new funding opportunities for further sustainability of the community

wellbeing initiatives

Other

1. Prioritise your own professional development and strive to ensure your professional knowledge is up-to-date.
2. Develop professional networks and grow the positive reputation of the East Herts Council across your areas of responsibility and beyond.
3. Undertake any other duties and responsibilities appropriate and relevant to the role as necessary.

The above list is not intended to be exhaustive but merely to indicate the work range and core job content of the post. The list is not arranged in priority order.

East Herts Council

STANDARD PERSON SPECIFICATION

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F//A
	ESSENTIAL	DESIRABLE	
Qualifications	<ul style="list-style-type: none"> • English and Maths to GCSE standard or equivalent. • Good verbal communication skills 	<ul style="list-style-type: none"> • Degree level qualification or equivalent • Evidence of Project Management experience or formal training attended 	F/I
Job Specific Skills & Knowledge	<ul style="list-style-type: none"> • Demonstrable experience of working in partnership in the public, voluntary and community sector • Personable and strong organisational skills • Able to demonstrate an understanding of evaluation processes 	<ul style="list-style-type: none"> • Demonstrable experience of leading multi-agency projects • Able to write and prepare funding bids • Knowledge of community wellbeing and community safety 	F//A

		<p>initiatives</p> <ul style="list-style-type: none"> • Understanding of health and wellbeing best practice and behavioural change 	
Management / Supervisory / Team Working	<ul style="list-style-type: none"> • Enthusiastic and flexible approach to work • Ability to work flexibly both independently and as part of a team • Ability to prioritise own workload • Excellent interpersonal skills 		F//A
Service Delivery	<ul style="list-style-type: none"> • Excellent IT skills, including Excel, Word and PowerPoint with the ability to quickly learn new packages as required • Excellent written skills, with the ability to write reports and present information • Flexible approach to work and ability to develop new ideas and initiatives within the work setting 	<ul style="list-style-type: none"> • Evidence of recognising different customer needs and factoring these into service provision • High levels of customer care and leading by example 	F/I
Communication & Contacts	<ul style="list-style-type: none"> • Effective communicator in 1-2-1 and group settings 	<ul style="list-style-type: none"> • Experience of giving presentations 	F/I
Other	<ul style="list-style-type: none"> • Ability to travel as required • Full driving licence • Ability to attend evening meetings and work outside of office hours as required • Flexible in office location and working practices 	<ul style="list-style-type: none"> • Approachable and able to work with clients to understand their support needs 	F/I

Key:

F = Application Form I = Interview

A = Assessment