



# Job Application Pack Head of Community Engagement

INSPIRING HEALTHIER, MORE CONNECTED COMMUNITIES





# VISION

To inspire healthier, more connected communities.



# MISSION

To work with our key stakeholders collaboratively to empower and bring together our communities, changing lives for the better through diverse initiatives.



# Job Vacancy

## Head of Community Engagement

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**Job Title:** Head of Community Engagement

**Location:** Poolfoot Farm Sports Complex, Butts Road, Thornton Cleveleys, FY5 4HX

**Salary:** £29,702 - £36,329 salary per annum

**Contract Status:** Permanent Contract

**Reports to:** Chief Executive Officer

**Hours of Work:** 37 Hours, Weekdays, Evenings, with the potential to work weekends. (Hours determined by the needs of the service)

**Overview of Company:** Fleetwood Town Community Trust (FTCT) is a vibrant and active community project that aims to provide socially inclusive community, health and education engagement programmes which aim to make a difference to the lives of people within our communities.

Having successfully attained charitable status, the challenge for the Trust is now to reach even more people and increase the role we play in the local community. The Trust offers many diverse activities that aim to provide the people in Wyre and Fylde with the opportunities to participate and enjoy themselves in a fun, friendly environment.

**Purpose of Position:** Fleetwood Town Community Trust are recruiting a new and exciting role. As Head of Community Engagement, the successful candidate will oversee our current community based social inclusion projects and community health and wellbeing initiatives. The Head of Community Engagement will also form part of the newly created Senior Leadership Team positively contributing towards the charity's wider strategic aims and objectives.

We are looking for forward thinking, driven, ambitious people who are enthusiastic, ambitious, hardworking, reliable and want to join a thriving community focussed charity.



# Core Duties & Responsibilities

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- To provide visible leadership to the department whilst working collaboratively with colleagues across the charity.
- To coordinate oversight of staff and projects ensuring quality service aligned to the charity's strategic objectives and priority areas.
- To directly oversee the Trust's youth provision delivered at the Fleetwood Youth Hub.
- To ensure high quality provision, making a measurable difference to the diverse target audiences.
- To contribute towards the charities fundraising strategy, assisting the CEO with community related grant opportunities.
- To oversee the performance management framework across the department, encouraging training and development initiatives.
- To competently support project managers in reporting to external funders on outcomes and programme focussed key performance indicators (KPI's).
- To effectively monitor and evaluate project budgets in line with forecasted cash flow.
- To attend local and regional partnership meetings, presenting the positive reputation of Fleetwood Town Community Trust.
- To maintain and extend relationships with key stakeholders and local community groups.
- To continuously gather insight towards the future delivery of projects with targeted demographics.
- Further responsibilities may include general office administration duties including photocopying, sending and responding to emails.
- A willingness to undertake training, education and continued professional development.
- An undertake any other duties as may be reasonably required to successfully fulfil the vision of the Trust.



# Skills & Qualifications

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Degree in relevant subject (e.g. Sport)	<b>Desirable</b>
NGB Level 2 Qualification (or above)	<b>Desirable</b>
More than one Sport or Fitness Qualification	<b>Desirable</b>
Leadership & Management Qualification	<b>Desirable</b>
Experience of sourcing and writing funding grant applications	<b>Desirable</b>
Up-to-date Safeguarding and First Aid Qualifications, or a willingness to complete	<b>Essential</b>
Strong interpersonal skills for communicating with employees, volunteers, and stakeholders	<b>Essential</b>
Excellent planning, organisational & time-management skills	<b>Essential</b>

# Skills & Qualifications

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Competent IT skills (including Microsoft Office) and experience of using CRM's	<b>Essential</b>
Ability to work under own initiative and meet timescales	<b>Essential</b>
Experience of managing stakeholder relations	<b>Essential</b>
Ability to track cash flow against budget	<b>Essential</b>

# Knowledge & Experience

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Relevant community focussed senior management experience	<b>Essential</b>
Experience of sharing the Trust's strategic objectives to stakeholder and beneficiaries	<b>Essential</b>
Understanding of evaluating outcomes and the overall project impact	<b>Essential</b>



# Knowledge & Experience

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Experience of managing a team of people within a community focussed setting	<b>Essential</b>
Competent at developing quality assurance frameworks to measure and evaluate project delivery	<b>Essential</b>
Knowledge of the local demographic and the relevant social issues	<b>Essential</b>
Understanding of safeguarding, health and safety and equality principles, policies and procedures	<b>Essential</b>
Experience of reporting to funders and contract holders	<b>Essential</b>
Full UK Driving Licence & access to a suitable vehicle for work	<b>Essential</b>
Positive attitude to work & dedication to making a difference	<b>Essential</b>

# General Responsibilities

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## Health and Safety

- To take reasonable care for the health and safety of oneself, other employees and members of the public who may be affected by your acts or omissions at work
- To comply with all aspects of the Fleetwood Town FC Health and Safety Policy and Arrangements, to enable the company to perform its civil and statutory obligations in relation to Health and Safety

## Customer Service

- Identify and meet the needs of colleagues and our customers, focusing on initiating and welcoming contact and communications whilst striving to deliver first class customer service
- Recognise potential complaint situations and make effective steps to avoid and/or resolve these situations

## Self-Development

- To take responsibility for your own development and to help realise your own potential by undertaking any necessary internal or external training sessions in accordance with the Company's Performance and Development Review Policy

## Teamwork

- Ensure effective communication within your work team and across the Company whilst actively offering support and guidance as necessary



# General Responsibilities

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## **Employee Relations**

- To make suggestions to improve the working situation and contribute to positive employee relations within their area of work and Fleetwood Town FC as a whole

## **Equal Opportunities and Harassment**

- To cooperate with measures introduced to ensure there is equality of opportunity in employment.
- To ensure understanding, awareness and compliance with the Company's Equal Opportunities Policies
- To ensure that the working environment is free of sexual and racial harassment and intimidation and any other form of harassment constituting unacceptable behaviour which is personally offensive

*This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.*

*All employees may be required to undertake any other duties as may be reasonably requested.*

*This job description may be subject to revision following discussion with the person appointed and forms part of the contract of employment.*

# Employee Benefits

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- Free car parking
- Overtime opportunities (Assisting on a match day or additional delivery)
- Counselling referral to our partners Counselling in the Community
- 28 days annual leave (Plus a staff loyalty program offering additional days off and ensuring Christmas leave as a gesture of appreciation for their contributions.)
- Free access to holiday camp provisions delivered by FTFC CT
- Company pension scheme
- Discounted staff menu at Poolfoot Farm Sports & Leisure Complex
- FTFC Staff Uniform
- Monthly Perkbox rewards
- Bi-Annual One to One Professional Development Review
- Annual staff awards evening
- Bespoke CPD







# INSPIRING HEALTHIER, MORE CONNECTED COMMUNITIES



**community  
trust**

Registered charity number 1146037

Fleetwood Town Community Trust  
Poolfoot Farm Sports & Leisure Complex,  
Butts Road, Thornton-Cleveleys  
Lancashire  
FY5 4HX

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Fleetwood Town Community Trust



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