

The Sheffield Royal Society for the Blind

Job Description – Community Engagement Officer (Part Time)

Hours of Work: 20 hours per week, but with flexibility required as to when these hours are worked – Weekend and evening working is likely to be a regular occurrence so flexibility to meet this requirement is essential. Additional hours may be available as the role develops.

Salary: Negotiable subject to relevant skills and experience.

General Information:

To work as part of our Community Engagement Team (1 other person) promoting to the general public both Eye Health and the services available to support people with sight problems by engaging with and supporting community groups within Sheffield and surrounding areas. This may be with colleagues or on your own and may be on our mobile information vehicle or via talks/presentations at indoor venues.

The mobile information unit, for which a driver is employed, will be operated from various public areas with a good footfall of people such as shopping centres, community centres, libraries etc. throughout Sheffield and Rotherham plus on occasions other venues in and around South Yorkshire.

This is an existing, although still fairly new, service and there is the opportunity for the role to develop. We are particularly keen for the Community Engagement Team to engage more fully with schools, colleges and uniformed groups such as Cubs, Scouts, Brownies, Guides, etc. Also, we have a particular emphasis on engaging with disenfranchised/disengaged groups, including BME groups.

Duties & Responsibilities:

This role will be based at our Mappin Street Centre and on location wherever talks/exhibitions can be booked. You will need to liaise closely with your colleagues in the Community Engagement Team as well as the Fundraising & Marketing Department.

Specific duties may include, but are not restricted to:

- 1) Develop and maintain links with community groups through regular contact, presentations and, where appropriate, joint working.
- 2) Obtain bookings for talks/presentations.
- 3) Where necessary make site visits in advance of the event to make appropriate arrangements, carry out risk assessments etc. In the case of bookings for the mobile information unit ensure that the siting of the vehicle will be suitable for the nature of the event.
- 4) Deliver talks/presentations.
- 5) Meet with visitors to the events to explain the importance of eye health, explain the services we provide to support people with sight problems and generally

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promote SRSB. Also, where appropriate, offer “eyes right” screening and eye health information.

- 6) Record visitor numbers to the events at each location and take referral information for our services, potential volunteers and supporters.
- 7) Build and manage relationships with volunteers who assist at the events, some of whom may have a visual impairment themselves.
- 8) Deliver Visual Impairment Awareness Training to both external organisations and internal training sessions for Trustees, Staff & Volunteers, including the issuing to and collation of returned evaluation forms from participants.
- 9) Liaise with all other departments within SRSB as required generally.
- 10) Acquire a good background knowledge of all aspects of SRSB, visual impairment, eye health and the services we provide.
- 11) Other ad-hoc duties as may be required from time to time.

Skills/Qualities Required:

- Have good communication (both written and verbal) and interpersonal skills, able to communicate at all levels.
- Be comfortable working with members of the public.
- Have experience of and be comfortable presenting to groups of varying sizes.
- Must be helpful, polite and have a patient disposition.
- Be of a smart appearance and articulate.
- Able to work on own initiative and as part of a team.
- Be committed to ensuring we deliver a high quality service to visitors to the unit.
- To be competent in using a computer for communicating with exhibition sites, following up on information requests from visitors to events, collating monitoring information, preparing reports etc. This will include using Microsoft Outlook, Word and Excel plus our database which is Goldmine CRM (training will be provided on Goldmine).
- You should have, or be able to develop, a good understanding of the needs of blind and partially sighted people.
- Due to the nature of our work, support dogs will regularly be present in our Mappin Street Centre and may accompany visitors to events. Hence, it is essential that the successful applicant does not have any unmanageable allergies to dogs and does not object to them accompanying their owners.
- Due to the nature of the role some lifting/carrying will be required to set up the presentations. Therefore the post holder must generally be in good health and physically fit.

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- As most events will require an amount of display material, information leaflets, banners etc., the post holder will require access to a vehicle in order to transport this and themselves to/from the venue.

A comprehensive induction and vocational training package will be available to ensure that the successful applicant has the necessary knowledge to provide a high quality service.

All Staff are required to:

Understand and comply with all relevant legislation and SRSB's policies and procedures, including data protection, safeguarding and health & safety. Confidentiality of information relating to clients, volunteers and staff is of paramount importance.

To bring to the attention of the General Manager any serious problems or areas of concern

Work as part of a team for the benefit of visually impaired people. They are expected to be conscientious, adaptable and flexible in their duties.

Actively promote the work of SRSB as an independent charity for the provision of help, support and provision of services in various forms for the benefit of visually impaired people in Sheffield and the surrounding area.

Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.

Benefits:

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and above this percentage you may do so, but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

Holidays:

Pro rata to Full time (37.5 hours) entitlement which is 23 days per annum plus 9 days statutory/customary holidays. 3 days must be reserved for the Christmas/New Year shutdown. Our holiday year is 1st January to 31st December each year, holiday entitlement accruing pro-rata throughout the year.