

Job Description

**Job Title:** HDRC Community Research Engagement Coordinator

**Responsible to:**

**Strategic relationships:** Residents, people with lived experience and their carers, Voluntary, Community & Social Enterprise organisations, HIVE and HDRC strategic partners’ staff.

**Hours of work:** Full time, 37 hours a week

**Purpose of the Post:** To support the HDRC Community Research Engagement Lead in the overall development and coordination of community research and engagement for the HDRC programme.

**Salary:** £25,000

# This post is subject to a satisfactory DBS check at basic level.

**Duties and responsibilities**

# Community engagement

* + To support the HDRC Community Research Engagement Lead to build positive relationships with residents and communities in Portsmouth in order to create and empower a pool of residents who are actively engaged in research.
  + To provide support with community engagement activities, events or projects – from organising, leading or facilitating activities and small projects to organising events.
  + To establish and maintain communication with residents who become involved with HDRC projects or initiatives, developing and managing various methods for maintaining regular updates and involvement.
  + To collate data and report on HDRC community engagement, including recording contacts, relationship management and any outputs and outcomes for both HIVE and HDRC.
  + To act as first point of contact for defined communities, localities or organisations engaged in the HDRC programme.
  + To support the development of community hubs by identifying potential community research leads in localities across the city.

# Community researcher support

* + To build relationships and be the first point of contact for Community Researchers, advising, supporting and passing on enquiries as appropriate.
  + To organise ongoing support, training, mentoring or supervision arrangements for residents who become engaged as community researchers.
  + To administer the process for the reimbursement of residents who become engaged in HDRC projects or work in line with our policy.
  + To provide Community Researchers with contact information on where to seek advice on the implications of payments on their benefits, allowances and tax payments.

# To coordinate and ensure the processing of financial payments, reimbursements and compensation to community researchers/participants, who are engaged directly by HIVE as part of the HDRC programme.

* + To maintain records, decisions, agreed actions relating to the HDRC Community Researchers ensuring that actions are followed up and reported as appropriate.

# Networking and communication

# To participate in relevant working groups and networks (internal and external) to facilitate HDRC activity and share learning.

# To support the delivery of the HIVE and HDRC communication strategy, website and social media providing content stories and information as required.

# To keep up to date with developments within the HDRC and VCSE sectors and report these to HIVE/HDRC and VCSE sector organisations as appropriate.

# Administration

* To collate and report on HDRC community engagement, including recording contacts, relationship management and any data/outputs for reporting to HIVE and HDRC.

# To provide administrative support as required for associated community networks and working groups (e.g. HDRC Community Research Reference Group and Community Wellbeing Alliance).

# General

# To attend key HIVE events and functions as required and carry out any other tasks and duties that may be assigned by HIVE Portsmouth.

# To represent and deputise for the HDRC Community Research Engagement Lead and other HIVE colleagues as requested.

# To comply with all HIVE’s policies, procedures and governing documents.

# To maintain all systems in line with the General Data Protection Regulation (GDPR) and all relevant data protection legislation.

# To complete appropriate risk assessments for activities and events as required.

# To portray a positive image, both internally and externally of HIVE Portsmouth by displaying high standards of service, integrity, punctuality, politeness and professionalism.

**Person Specification:**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to GCSE standard or equivalent including English and Maths | X |  |
| Educated to A level or equivalent |  | X |
| **Experience** |  |  |
| Experience of working in community engagement or in a community setting. | X |  |
| Experience of organising events, engagement activities and co-production | X |  |
| Experience of facilitating group discussions and consultation |  | X |
| Experience of record keeping and collating data | X |  |
| Experience in evaluating activities and events and compiling reports. |  | X |
| Experience in using CRM databases and IT systems | X |  |
| Experience/knowledge of GDPR/Information Governance. |  | X |
| **Knowledge** |  |  |
| A good understanding of community engagement and co-production | X |  |
| An understanding of good practice in record keeping and data protection within organisations | X |  |
| An understanding of the role of HIVE Portsmouth within the city |  | X |
| A good understanding of the VCSE and issues important to the sector |  | X |
| Awareness of health determinants and factors influencing health and wellbeing across the city |  | X |
| **Skills** |  |  |
| Approachable and friendly with excellent collaborative and relationship building skills and a commitment to inclusion | X |  |
| Strong communication skills with the ability to adapt to different needs and communication styles and guide conversations to ensure focused discussions | X |  |
| A great listener - demonstrating, empathy, understanding and cultural sensitivity | X |  |
| The ability to act with discretion, maintaining high standards of integrity and behaviour | X |  |
| Good organisational skills and willingness to act as a point of contact for community researchers – whether in person, via phone or email | X |  |
| Able to act under own initiative when the answer/solution isn’t immediately obvious and confidence to escalate issues to management | X |  |
| Excellent organisation and administrative skills with the ability to work effectively to deadlines, meet targets and achieve results | X |  |
| Familiarity with Asset Based Community Development (ABCD) |  | X |
| Proficient in IT and online systems, including Microsoft Office, CRM systems, SharePoint, and Microsoft Teams | X |  |
| **Values** |  |  |
| A strong commitment to our charitable objects | X |  |
| A highly professional attitude and work ethic | X |  |
| A flexible and adaptable approach to work with sound judgment, honesty and integrity | X |  |
| A strong commitment to teamwork and positive outcomes for people | X |  |
| A willingness to take on different responsibilities as the role develops | X |  |

HIVE Portsmouth brings people together to build a happier, healthier and more connected city.

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