

JOB DESCRIPTION

JOB TITLE	Project Lead, MANY Community Engagement
TEAM	Projects Team
REPORTS TO	Head of Projects
POSTHOLDER	TBC
LOCATION	Home based with regular travel to meetings across North Yorkshire
SALARY SCALE	£28,672 pro-rata (NJC salary scale point 24)
WORKING HOURS	Part time –14 hours per week. Core working day is Tuesday for all staff. Fixed-term Contract to 31 March 2022
RESPONSIBLE FOR	
	N/A
JOB PURPOSE	<p>Working as part of the <i>Mobile Access in North Yorkshire</i> (MANY) project, which is led by Quickline Communications with North Yorkshire County Council (NYCC) as a key partner, the overall purpose of this role is to contribute to building the confidence and trust of individuals, communities and other stakeholders, to engage with 5G technology in selected areas of North Yorkshire.</p> <p>The project lead will work in partnership with the Stronger Communities team at NYCC to support residents living in areas where 5G is to be rolled out. The role will support residents in feeling informed about technology being installed in their communities, and to help them realise how it can deliver local benefits. As part of this work, the project lead will organise and deliver 5G engagement workshops in the selected areas and attend any community meetings held about the MANY project by any of the project partners.</p> <p>The project lead will also play a key part in the research aspect of the project to survey local residents' views on connectivity and how their lives may be improved, or otherwise, by technology in their neighbourhood. The research will be undertaken by academics at Lancaster University and the project lead will be the intermediary between Lancaster University and NYCC, ensuring that residents taking part in the research are fully supported in terms of digital skills,</p>

necessary devices and other assistance they may need. The project lead will need to liaise directly with interviewees where a referral has been made, identifying a pathway for support, working with colleagues at NYCC and community support organisations as necessary.

This role will be the lead representative for MANY within Community First Yorkshire and the post holder will need to convey information about the project to communities, colleagues and other professionals working with marketing and communications colleagues both internally and within NYCC.

MAIN RESPONSIBILITIES

1. Develop a clear understanding of the project, the relationships between different partners within the project and the technological issues, especially areas of concern for local communities.
2. Work with partners at Stronger Communities to identify community anchor organisations in each locality best placed to manage local volunteer community interviewers.
3. Act as a single point of contact for interviewees who require support. Work with NYCC and CSO colleagues to create and deliver a pathway plan for the triaging support referrals.
4. Develop and maintain pathways (in partnership with NYCC and Lancaster University), together with supporting guidance and information, to enable interviewees to access assistance to use technology or receive other support where required. This is likely to include a local directory of digital skills support, developed in collaboration with NYCC.
5. Maintain an up-to-date central record of all client interactions to ensure support provision is recorded, clients are followed-up, the location of technical devices is monitored and to inform progress and outcomes. Keep Lancaster University and NYCC updated of progress, attending meetings and updating shared records as necessary.
6. Organise and deliver 5G community engagement workshops (often in the evening or at weekends), to help local residents develop understanding of the project and engage with the project team. This may involve working with CSNY colleagues to contact parish/town councils and groups, as well as local borough and county councillors.
7. Inform the development of information and marketing resources to promote local 5G meetings and activities working with internal Marcomms colleagues as well as NYCC's marketing and communications team.
8. Act as Community First Yorkshire's lead representative for the project, attending regular project meetings with NYCC and project case meetings. Maintain project records, including a work plan and provide regular progress reports to the NYCC project team and the Community First Yorkshire management team, ensuring that any risks, issues or concerns are escalated accordingly.
9. To perform and ensure the discharge of administrative duties relevant to the post including, but not limited to: regular reporting, referral processes and systems, database management and efficient audit trails, risk logging and shared learning/good practice, procurement and purchasing and adhering to data protection laws.
10. To understand all processes and procedures in relation to the project and to Community First Yorkshire in general.

11. To be aware of and implement health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. This may include site risk assessments etc.
12. To maintain a good level of understanding and information on related Community First Yorkshire products and services and to work closely with colleagues across the organisation.
13. To embrace and embody Community First Yorkshire's values in how the role is delivered, in particular collaborative and generous working behaviours.
14. To promote equal opportunities (in terms of race, religion, gender, sexual orientation, disability and other forms of discrimination) through all aspects of work.
15. To undertake other duties which may, from time to time, be necessary to further the work of Community First Yorkshire.

QUALIFICATIONS

Essential

Educated to A Level standard or equivalent.

Experience of working on similar projects with communities in rural locations.

Desirable

A qualification in project management, community development, IT or similar.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential	Assessment
1. Minimum of two years' experience working on similar projects involving rural communities.	Application form/interview
2. Extremely well-organised and self-motivated. Able to work under own initiative as well as within a team and a proven record of maintaining project records and databases.	Application form/interview
3. Ability to talk at ease with people in the community (some of whom may be vulnerable, have communication impairments, or may be experiencing challenges). Empathy and patience are crucial for this role.	Application form/interview
4. Experience of working with small community groups. Able to be diplomatic and remain calm where opposing opinions are being expressed by different community members.	Application form/interview
5. Demonstrated experience of setting up and running community events, including virtual events.	Application form/interview
6. Competent public speaker who is confident in organising and chairing meetings. (There may also be requirements to respond to media enquiries, including radio interviews.)	Application form/interview
7. Basic understanding of mobile technology and ability to interpret technical jargon in order for it to be conveyed to local residents.	Application form/interview

8.	Awareness of the digital skills and exclusion landscape in North Yorkshire, as well as some of the resources available to help people with lower levels of digital skills.	Application form/interview
9.	Broad understanding of different digital devices and software, including apps (especially local health support), used by different demographics.	Application form/interview
10.	Enthusiastic and committed to finding ways to help people to benefit from technology; able to demonstrate a solutions-based approach to resolving problems.	Application form/interview
11.	Excellent interpersonal skills and ability to form and maintain appropriate relationships with residents, colleagues, public sector employees and appropriate agencies across a large geographical region; experience of delivering exemplar stakeholder management.	Application form/interview
12.	Effective communication skills: ability to write reports, marketing copy (including social media posts) and guidance notes; comfortable talking to people on the phone; ability to speak out at meetings.	Application form/interview
13.	Competent in the use of devices, such as smartphones and tablets, and a sound working knowledge of the full MS Office especially Excel and Word.	Application form/interview
DESIRABLE		
1.	Experience of delivering a similar community engagement and/or digital skills project.	Application form/interview
2.	Experience of triaging support and making referrals to partner organisations.	Application form/interview
3.	Awareness of how academic research projects work.	Application form/interview
4.	An understanding of the geography and culture of North Yorkshire and rural delivery approaches.	Application form/interview
OTHER		
Driving licence	Essential, including access to a vehicle.	
Travel	The willingness and ability to travel across North Yorkshire is essential.	
Flexible working	The willingness and ability to work flexibly, including evening and weekend meetings as required. Note that there is a regular Friday project meeting which the postholder would be expected to attend.	
DBS check	Not required for this role.	