



Forever Manchester Recruitment Pack

Forever Manchester is all about...

- ∞ Giving everyone the opportunity to be happy.
- ∞ Putting smiles on the faces of our local communities.
- ∞ Supporting local people transforming the lives of others.
- ∞ Bringing local people together to create something special.
- ∞ Caring about those people who care enough to act.
- ∞ Championing local people doing extraordinary things together.

Welcome

Thank you for your interest in applying for the role of Community Engagement Officer.

This is the Place.... I'm sure that you will have heard the poem, This is the Place; sadly, made world famous when it was recited by its author Tony Walsh on the steps of Manchester Town Hall following the tragic events that unfolded at the Manchester Arena in 2017.

But did you know that the poem was originally commissioned by Forever Manchester in 2012 to not only capture the right words to explain what Forever Manchester does, but to embody the belief, passion, and enthusiasm that we all felt about the work we do.

If you've never heard it, check it out at: ForeverManchester.com/this-is-the-place-fm

So, if you love this place, its people, its history, its music, its energy and its soul. If you were born here or drawn here, then This is the Place you'll want to work.

We care deeply about our team members, so we make sure our jobs give you real purpose and meaning and that your passions and strengths, work and effort are recognised and rewarded with enthusiasm and loyalty.

We provide a supportive culture and promote mutual respect and trust and we provide continual opportunities to learn, evolve and grow within your role.

We have built a team of people who like each other and care about each other, because we know that we often spend more time with our work colleagues than we do with our own families.

So if this sounds like something you'd like to experience, let's get started.

Inside this pack you will find information about the Community Engagement Officer's role and more about our work.

To represent Greater Manchester in all its diversity, our people must reflect our work. At Forever Manchester we are committed to challenging ourselves to be more inclusive and diverse in how we operate. This includes our recruitment experience. We have a series of commitments to help us attract diverse talent and throughout our recruitment process, we will:

- ∞ Ensure a diverse interview panel wherever possible.
- ∞ Provide additional accessibility support for applicants, where requested.
- ∞ Share first-stage interview questions with candidates beforehand.
- ∞ Always advertise the salary for our vacancies.

With my thanks and best of luck with your application.



Nick Massey
CEO, Forever Manchester



Our Purpose

Forever Manchester is the only charity that raises money to fund and support community activity across Greater Manchester.

Our Mission

Helping Local People do
Extraordinary Things Together.

Our People

Our organisation is built on the compassion and expertise of our staff, trustees and volunteers who come from diverse backgrounds, with different skills, experience, and perspective.

Our Behaviours

We aspire to be flexible, enthusiastic, show initiative, have passion, a sense of humour and be a good team player.



About Forever Manchester

Forever Manchester is the only charity that raises money to fund and support community activity across Greater Manchester. We believe that connected communities make stronger, happier communities, so we love any activity that brings people together.

In every neighbourhood across Greater Manchester there are thousands of people involved in community activity. In fact, at any given time there are an unbelievable 20,000 local grassroots projects of varying sizes and interests taking place.

These activities are the lifeblood of our neighbourhoods, they are happening right now on our doorsteps, and they are being run by people who give up their precious time to make our communities happier and safer places to be.

Forever Manchester cares about those people who care enough to act. We champion local people doing extraordinary things together. And when advice, encouragement and funding is needed, Forever Manchester is there to provide a hand up to support them.

Since Forever Manchester was established in 1989 we have delivered over £59 million into local communities. All of the money raised for Forever Manchester is used to fund and support over 1,300 community projects each year. This means we will have supported community activity within one mile of your home or business if it's in Greater Manchester.

Forever Manchester is a charity for people round 'ere, supporting community activity year in and year out. But to do all this great stuff we need to raise money. Thanks to the generosity of companies and individuals, we can create something special right across Greater Manchester, keeping it great.

Join the movement.

Get involved.

ForeverManchester.com

About Forever Consulting

Forever Consulting is a trading subsidiary of Forever Manchester. That means all the profits from our consultancy projects are reinvested in Forever Manchester and local community activity.

We were established in 2017 and provide social and economic research and consultancy services across the UK with enthusiasm, integrity, and creativity.

What Defines Us?

- ∞ We go beyond the data. We explore what's really going on. Our clients enjoy independent and honest advice, helping them make sound decisions.
- ∞ We enjoy analysing complex data and evidence from a variety of sources. We communicate information with clarity and in a compelling way.
- ∞ We love engaging a diverse range of stakeholders and communities, and we use a blend of approaches to ensure their voices and experiences are heard in a meaningful way.
- ∞ We employ people who are highly skilled, who genuinely care and who want to make a difference.

Our Expertise

Our team is a mix of community engagement specialists, economists, social researchers, and a planner. We work across four broad areas:

- ∞ Research and strategy.
- ∞ Business cases and impact assessments.
- ∞ Performance management and evaluation.
- ∞ Stakeholder and community engagement.

Our Clients

Our clients include local authorities, charities, community organisations, private developers and housing associations. We also work alongside partner firms in multidisciplinary teams including planners, architects, landscape architects, urban designers, and other specialists.

ForeverConsulting.co.uk

Role Profile

Job Title:	Community Engagement Officer
Responsible to:	Claire Slade, Senior Associate Consultant, Forever Consulting.
Hours of work:	35 hours per week – some evening and weekend work will be required. Part-time applications will also be considered.
Location:	The contracted place of work will be Forever Manchester's office in central Manchester. However, the role will involve working from offices and public places across Manchester, as well as from the Forever Manchester office. Some home working may also be possible.
Salary:	£27,000 to £30,000 per annum
Duration:	Fixed term contract for a minimum of 18 months, with the option to extend. There may be permanent opportunities once this contract has concluded.

Overview of the Role

Forever Consulting has recently been awarded a large contract by Manchester City Council (MCC) to engage residents as part of their [Social Housing Decarbonisation Fund \(SHDF\) programme](#). The SHDF involves retrofitting around 1,600 properties over the next 18 months to two years.

Our role in the programme is to:

- ∞ Develop a resident communications and engagement strategy.
- ∞ Implement the strategy, including by directly engaging residents in their homes and communities to build trust and confidence in the retrofit programme.
- ∞ Work closely with MCC and their partners to ensure communications and engagement activities are aligned with the delivery programme, and to help overcome any challenges to its success.
- ∞ Report feedback from our resident engagement, so the council and their partners can improve the programme and enhance the experience of residents.

Personal Qualities

We are looking for someone with the following personal qualities:

- ∞ Friendly and approachable, with a warm, supportive manner.
- ∞ Self-motivated, practical and enthusiastic, with a 'can do' attitude.
- ∞ Positive, resilient, flexible and able to cope well under pressure.
- ∞ Willingness to be innovative and creative – and have the tenacity to bring your ideas to fruition.
- ∞ Able to make and own your decisions with maturity.
- ∞ Committed to your own personal and professional development.
- ∞ Committed to equal opportunities and able to demonstrate this in practice.
- ∞ Committed to Forever Manchester's purpose, mission and behaviours.

Key Responsibilities

This list is not exhaustive, and is an indicator of key duties and responsibilities, rather than a task list.

- ∞ Establish and maintain excellent relationships with residents from the SHDF programme areas (all based within the council's boundary). You will be the 'known face' amongst residents and provide a link between residents and MCC and other partners.
- ∞ Establish and maintain excellent, collaborative and pragmatic relationships with other stakeholders, for example:
 - MCC's SHDF programme team
 - Other relevant internal MCC teams, such as neighbourhoods, environmental health, communications, etc.
 - Other neighbourhood-based teams, from agencies such as the police and health.
 - SHDF delivery partners, including contractors, architects, etc.
 - Local community groups and businesses
- ∞ Raise awareness of the specific retrofit work that will take place in each resident's home and the disruption to expect, listen to concerns and help overcome any barriers or challenges by working in partnership with relevant organisations – this may include MCC as well as others. The aim here is to encourage residents to allow the building works to take place.
- ∞ Support MCC and contractors to ensure residents know how to use the new systems and technologies, and where they can go for further help.
- ∞ Gather feedback from residents about their experiences during the building works.
- ∞ Design and facilitate informative and enjoyable ways to engage residents, for example door-knocking, roadshows, events, drop-ins and other in-person activities.
- ∞ Record feedback on a digital platform, for example via MS Excel and Sharepoint.
- ∞ Share all intelligence gathered at multi-agency workshops and contribute to learning reports. The aim here is to improve the delivery of the SHDF programme, as well as residents' experiences.

The Community Engagement Officer will also:

- ∞ Plan their engagement schedule to align with the priorities of the SHDF delivery programme – but be able to respond to emergencies, unexpected events and other interruptions, and change priorities accordingly.
- ∞ Support the wider Forever Consulting team working on the SHDF engagement project with other tasks, particularly the Project Manager (they will also be your line manager).
- ∞ Work positively and inclusively with colleagues, residents, partners and other stakeholders to ensure that engagement activities and any other aspects of your work do not discriminate against people on the ground of their age, sexuality, religion or belief, marital status, maternity, race, gender/ gender reassignment or disabilities.
- ∞ Support Forever Consulting with other relevant community engagement activities, where time allows.
- ∞ Fully comply with Forever Manchester's policies, particularly around safeguarding, lone working, health and safety and data protection.

Knowledge, Skills and Experience

Please use the covering letter to tell us your knowledge, skills and experience in the following areas:

- ∞ Experience of working in a resident engagement or development role within a public sector or voluntary, community or faith-based environment.
- ∞ Experience of designing, managing and delivering a range of informative and enjoyable engagement approaches with residents from a variety of backgrounds.
- ∞ Experience of working collaboratively with a range of partners and professionals at all levels, to overcome challenges and solve problems.
- ∞ Experience of communicating and receiving difficult messages.
- ∞ Experience of undertaking detailed analysis and presenting findings in a clear logical format.
- ∞ Experience of planning and managing your own workload, and being able to work on your own initiative within a team environment.
- ∞ Confident and comfortable producing high quality work in a fast-paced environment where tasks, priorities and deadlines may change at short notice.
- ∞ Strong listening and communication skills, and the ability to tailor your style to the audience.
- ∞ Strong IT skills, including MS Outlook, Excel, Word, PowerPoint.
- ∞ Knowledge of the challenges and issues that may arise during resident engagement.
- ∞ Knowledge of the role of communications and internal/ external PR in supporting effective engagement.

Forever Manchester is proud to be affiliated to and support:



What We Can Offer

At Forever Manchester, we want people to grow and succeed.

Alongside our values, we expect everyone to display the behaviours needed to contribute to our mission and purpose (see 6 behaviours in the diagram right).

In return we seek to offer an inclusive, rewarding, and collaborative environment and a number of benefits.



Key Highlights Include:

Stay and grow

- ∞ 30 days holiday (38 incl. bank holidays) pro rata.
- ∞ Team training and development opportunities.
- ∞ Up to 10% employer match contribution pension scheme.

Keeping healthy

- ∞ Healthcare scheme.*
(access to healthcare services such as Medical Diagnostics, Medical Treatment and Surgery, Physiotherapy, 24/7 GP and Mental Health helplines.)
- ∞ Health Cash plan scheme.*
(cash back for your dental, optical purchases)
- ∞ Flexible working.
- ∞ Up to 3 x 'close-down' days over Christmas.
- ∞ Birthday day off.

Great environment

- ∞ Hybrid working is supported.
- ∞ Monthly full team get togethers in the office.
- ∞ Quarterly staff socials.
- ∞ Rewards platform.*
(e-vouchers, promo codes and pre-discounted websites allowing you to save money instantly at hundreds of top retailers.)
- ∞ Opportunities to engage with our Board of Trustees.

** Upon completion of 6 months' probation*

How to Apply

Please submit your CV and covering letter to claire.slade@foreverconsulting.co.uk by 1pm Monday 25th September 2023.

Please clearly outline your experience and how you meet the requirements of the role by addressing each point in the 'knowledge, skills and experience' section within your covering letter.

If you do not include a covering letter with your CV, your application will not be considered.

At Forever Manchester, we are committed to ensuring that how we are governed, our team and our partnerships all reflect the true diversity of the communities we support.

Forever Manchester is committed to increasing accessibility for people from diverse backgrounds to join our team. We seek to collect equalities data at the first stage of application so we can analyse and challenge where and how we recruit.

We encourage candidates to complete a diversity monitoring form for this reason. Equalities data is collected and stored separately to applications to adhere to data regulations. We aim to appoint the most suitable candidate at all times, and welcome applications from people from all different backgrounds.

If you are a close contact or family member of any current employees of Forever Manchester, please mention this in your covering letter so that we can ensure that they are not part of any of the decision making processes for this round of recruitment.

Recruitment Timetable

Deadline for Applications:

1pm Monday 25th September 2023

Interview:

w/c 9th October 2023

Please let us know if you will require any special provision because of any disability, should you be called for interview.

Queries

If you have any queries on any aspect of the appointment process, need additional information or would like an informal chat about the role, please contact Claire Slade, Senior Associate Consultant via email.

claire.slade@foreverconsulting.co.uk

Thank you for your interest.

Forever Consulting

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[ForeverConsulting.co.uk](https://foreverconsulting.co.uk)



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