



## **JOB PROFILE**

### **POST IDENTIFICATION**

Inclusion and Engagement Coordinator

### **REPORTS TO**

Senior Community Engagement Coordinator

### **JOB PURPOSE**

To publicise and promote Sensory Services by Sight for Surrey across the county of Surrey, working with various partner organisations, building relations and seeking opportunities to promote our services within local communities, as well as facilitating monthly drop-in social groups.

### **PRINCIPAL ACCOUNTABILITIES**

1. To attend local networking events organised by partner organisations.
2. Organise and facilitate a monthly social program of events for individuals we support.
3. To forge relationships with organisations and individuals both within the public and private sector
4. Organise and support Sensory Services by Sight for Surrey events to promote social inclusion within local communities.
5. To deliver talks to local community organisations promoting Sensory Services by Sight for Surrey and the services available
6. To support the work undertaken by other specialisms within the Fundraising & Engagement team
7. To visit and work with community centres to promote and highlight the services offered by Sensory Services by Sight for Surrey
8. To ensure records and statistics are compiled quarterly for appropriate reporting mechanisms.
9. Due to the nature of this role this may include, on occasion, evening and weekend working.

### **Knowledge/Skills/Qualifications**

- Organised and able to manage a number of ongoing tasks
- Confident giving talks and providing information about the organisation
- Flexible approach to support the needs of the department
- Ability to make decisions and use initiative
- Good time management skills to ensure effective use of time and productivity
- Ability to follow processes and procedures
- Confident using various IT systems including Microsoft Office

## **WORK CONTEXT**

Sensory Services by Sight for Surrey constantly needs to reassess its priorities in line with a changing funding environment and the needs identified by its members and service users. In order for Sight for Surrey to successfully manage these pressures there is a need for all staff to be flexible and work wherever their core skills are needed most. No one will be asked to carry out work for which they are not properly trained.

## **COMPETENCIES REQUIRED**

### **Strategic Management/Operational Service Planning/Forward Planning**

Understanding the overall aims and objectives of the team and how these contribute to Sensory Services by Sight for Surrey's Strategy. Planning their work to meet agreed targets, standards, and service user needs. Working within agreed procedures to achieve team and personal objectives.

### **Inspiration**

Valuing and supporting others and motivating them towards the pursuit of a common goal.

### **Making things happen**

Achieving agreed goals and targets. Managing their own time and available resources effectively. Collaborating with others to make things happen. Managing crises effectively.

### **Communication**

Communicating verbal and written information to the right people in a positive, accessible, timely and clear manner. Listening actively, demonstrating their understanding of communications they receive and responding to them appropriately. Listening to the other person's point of view.

### **Developing Others/Team Development**

Sharing their skills and knowledge with others.

### **Managing Change/Embracing Change**

Seeking ways to continuously improve their performance. Suggesting where improvements in service could be made. Is open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to their manager, where appropriate.

### **Personal Impact**

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the opinion and expertise of others.

### **Customer Focus**

Building good professional relationships with service users. Endeavoring to understand what the service user wants and being responsive to their needs. Responds positively to service user feedback.

### **Use of Technology**

Using relevant technology proactively and effectively to do their job and, wherever possible, to deliver services. This includes IT skills (Word, Excel, email)

### **Physical Requirements**

Ability to travel extensively throughout Surrey.  
Able to use technology provided.

### **Working Environment**

Based at our Head Office in Fetcham, travelling to different boroughs across Surrey. Some evening and weekend work may be required for which prior notice will be given.