

**Job Description**

Job Title: **Community Contact Officer**

Hours: 16 hours (Evenings & Occasional Weekend Work)

 (Temporary for a period of 3 months April, May, June 2025)

 Possible continuation until March 2026

Salary: £12.50 p/h

Leave: Per the Organisation

Responsible To: Centre Manager

**Role:**

As a Community Contact Officer your role would be to help identify individuals within the community that are active and engaged and who are resourceful, gifted and creative. A huge part of community engagement involves talking to people. An important aspect will be Community understanding – this role requires you to know about and understand how complex some of the local issues may be. It will require the coordination of local residents, groups, businesses, developers, statutory agencies and other local agencies. The role will involve implementing a number of Community safety and crime prevention initiatives and report on safer neighbourhood initiatives.

**Essential Criteria:**

* Ability to produce high-quality verbal, written and oral reports and provision of written summary reports for a range of people with differing needs and abilities; experience of public speaking.
* ability to act on own initiative, motivate, network and maximise opportunities and input, including the development of partnerships for the advancement and delivery of relevant programmes.
* demonstrate an ability to meet tight deadlines
* proficient in computer skills with a working knowledge of Microsoft Word; Internet Explorer; Outlook; Microsoft PowerPoint and Excel/Access Databases
* to have a working knowledge of social media
* be willing to be flexible and contribute to the working environment of a small team

**Desirable:**

* management of public events/workshops/training events and the successful delivery of such events
* production of reports summarising evidence and data trends
* Have a knowledge of the local community

**Key Duties:**

* To promote the aims and objectives of the organization.
* To deliver on the outcomes set out in the Organisations Strategic Plan.
* Community renewal, helping people living in the area gain confidence, knowledge, and bonds to help improve quality of life for everyone.
* Act as lead contact worker with local Street Reps, Residents, Community Groups, Elected Reps and Statutory Agencies when addressing community need/s.
* To coordinate a people led connected community approach.
* To encourage and motivate community participation in all program and scheme delivery, provide admin support or attend various Fora addressing community need/s and encourage Street Rep and people led community involvement.
* To link residents and Street reps to advice and employability, training programmes and other supporting measures delivered by the organisation and its partners.
* To manage our local Street Reps communication forum.
* To carry out survey’s, door to door visits and work with community on a range of issues including emerging needs and identifying needs.
* Monitor and evaluate against organisation key objectives and Strategic Plan

**Notes: This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.**

* **In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks as may be directed by Association Centre Manager**

To request and application please email: info@ardoyneassociation.org or tele: 90715165 to arrange collection of application.

Completed form to be returned by email or post to,

Ardoyne Association

111 Etna Drive

Belfast

BT14 7NN

Closing Date: Monday 24th March 2025