

Kent County Council

Job Description: *Thanet Know Your Neighbourhood Engagement Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Libraries, Registration & Archives
Grade:	KR8
Responsible to:	Service Manager - Thanet & Dover

Purpose of the Job:

To lead and direct the Thanet Know your Neighbourhood project. This is a National programme funded by the Department for Culture Media & Sport in partnership with Arts Council and Libraries Connected, the Library sector support organisation. Thanet has been identified as an area where there are high levels of loneliness which if addressed early enough can prevent dependence on health services and support people to live healthier and happier lives.

A focus of the Thanet Know Your Neighborhood (KYN) project will be to understand and identify people in Thanet who are vulnerable to loneliness and how they may benefit by engaging with existing library services/groups/activities, or where the service may need to design and pilot new interventions.

Another angle this programme will explore is using library volunteering opportunities as a way to reduce loneliness in collaboration with our existing library volunteering programme.

Socially isolated individuals who do not already use the library will be identified using data, evidence and local knowledge & intelligence.

Targeted intervention will be developed to encourage visiting the library, join groups or take up a volunteering opportunity.

Evidence will be gathered to evaluate how this project has made a positive difference (in line with parameters set by the national programme) in reducing loneliness, improving wellbeing within Thanet to contribute towards a national evaluation.

Main duties and responsibilities:

- Use existing data, evidence, and key local partners to identify those who are socially isolated and encourage them to use existing library services through the development of partnerships within KCC: Public Health and Growth & Communities Business Development Team.
- Map and develop positive relationships with external organisations to explore potential partnerships and mutually beneficial initiatives that will improve social connections within the community, raise awareness of library offers and to explore what is on offer already in Thanet, how initiatives can link to libraries and the positive difference the service can have in reducing loneliness.

- The postholder will work closely with the local library team, Public Health wider determinants team and Kent County Council Public Protection and other local stakeholders.
- Development of potential volunteering roles working with the Library Volunteer Co-Ordinator and local team.
- Project management activity including developing a timeline for the whole period of the project, monitoring against timescales, keep a project risk log and communications plan.
- Promote and Host Wellbeing events periodically within Thanet's eight libraries and consider wider potential including digital and mobiles as a way for people to access library offers. Tailor the activities to match the needs of the community by utilising the resources and services available.
- Offer a wide range of volunteering opportunities and look to develop new volunteering roles that best reflect the skills of the volunteer (as a way to reduce loneliness), while still adding value to the menu of libraries activities. Recruit and supervise volunteers and consider legacy planning for the future of the project.
- Budget management – oversee project fund and work with wider Know Your Neighbourhood Project Team to ensure budget is utilised effectively and reported to Libraries Connected as required.
- Oversee the Equality Impact Assessment (EqIA) which has identified the mitigating actions that will be required to ensure that we reach those who have been recognised as having protected characteristics, and who may be more vulnerable to chronic loneliness.
- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. For example: engaging with customers in a friendly, helpful manner: contributing to public involvement and achieving the best possible outcome for the customer
- Be responsible for delivering services that comply with equality policy, procedure and legislation. Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the health and safety of self, colleagues and public using our premises.
- Working with KCC Public Health evaluate the programme of activity and look at how this can be embedded into business as usual and how the principles and effective approaches could be replicated in other Kent districts and part of the county.
- Report to Libraries Connected as required.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Thanet Know Your Neighbourhood Engagement Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.
EXPERIENCE	<ul style="list-style-type: none"> Experience of delivering and developing community projects to meet local needs. Experience of supporting & delivering projects
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Able to engage with customers, partners and colleagues in an appropriate manner to ensure high quality service delivery. Able to network and communicate effectively with a range of stakeholders and identify opportunities for projects and services. Able to collate and use management information to prioritise areas for improvement. Able to co-ordinate, manage and evaluate projects allocating resources appropriately. Able to demonstrate good team working skills. Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.
KNOWLEDGE	<ul style="list-style-type: none"> An awareness of Kent Libraries, Registration and Archives services. Can demonstrate an awareness of current developments in the library sector and national reading and literacy initiatives. Understands the principles of motivating and developing others. Understands Health and Safety and equality legislation relevant to the role.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p>

	<p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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