

# WEST SWINDON PARISH COUNCIL

## Engagement Officer Application Pack

### MARCH 2025

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## The Engagement Officer Role

Our Community Engagement Role is for someone who is passionate about connecting with people and helping us create a stronger, more connected community. Are you someone who people find easy to talk to?. Are you someone who can make the day to day activities of the Council interesting and engaging to local residents? We need that person who is confident and creative who can make every person feel that they are important and valued.

As a Council we are dedicated to making West Swindon the best place to live. The future is likely to bring new opportunities and projects for the Council that will need an engagement officer's support for consultation, promotion and participation.

This role is central to improving our every day community interactions—sparking conversations, listening to concerns, and working creatively to connect residents, businesses, and local groups. Whether it's through face-to-face meetings, digital engagement, or printed materials, it requires specific skills that foster trust, build relationships, and bring people together.

Job focus will include

- Creating spaces for positive community interaction and participation to support Council initiatives
- Build trust and meaningful connections with local residents and volunteers
- Work closely with Parish Councillors supporting their involvement in community engagement activities
- Bringing feedback and insights to the Council
- Mobilising local resources from volunteers, organisations and businesses to work together for the benefit of the community

## West Swindon Parish Team

### Key Roles

#### Clerk

The Clerk has overall responsibility for all aspects of the Council's democratic and business responsibilities, ensuring the Council's delivery is both legal and in the best interests of its residents.

#### Responsible Financial Officer / Deputy Clerk

This role is the Responsible Financial Officer for the Council. They are responsible for the day-to-day management of the Council's finances, including recording all income and expenditure, managing payments and payroll and producing and presenting reports and data analysis. They are responsible for leading on applications for loans and grants, data for capital projects, risk management, insurance renewal and record keeping, and supporting the other members of the office team. They will also deputise for the Clerk across all functions in their absence.

#### Operations Manager

The Operations Manager is responsible for the management and maintenance of the Council's buildings, assets, machinery, tools and the delivery of all outdoor services. They oversee a team of delivery staff. They lead on grounds income generation, update records relating to tools, machinery and vehicles. They will work closely with the RFO to ensure that there is effective management of risk and the recording of information relating to the business side of the Parish Council.

#### Operations Supervisor

The Operations Supervisor is responsible for the day to day supervision and support of the delivery

staff. This includes general problem solving, allocation of resources, delegation of work tasks, repair of tools, machines or vehicles. They also lead on the creation of outdoor project designs, play repairs/installation and adherence to health and safety regulations.

#### Communications & Support Officer (p/t)

The Support Officer is responsible for Council's back office systems including the website, social media platforms, Youmanage HR software, sharepoint and data recording tools.

#### Administrator. (p/t)

The Admin Assistant provides administrative support to Council staff, as well as being primarily responsible for overseeing the Council reception and taking in-coming calls. They also take responsibility for managing the letting of allotment plots.

#### Engagement Officer

This is a new role that will be aimed to support the Council with local engagement, attendance at events, networking, publicity and participation in consultation and events. It will link with business sponsorship and partnership working.

#### Parish Team Operatives

There is a team of 11 Parish Operatives delivering a wide range of outdoors services covering play maintenance, grass cutting, litter bin emptying, collection of flytipping and shrub cutting.

## West Swindon Parish Council – Overview

West Swindon Parish Council was initiated in 2017 as part of a town-wide reorganization.

The Parish Council has 15 Councillors serving a population c. 28,000. West Swindon is a green urban parish and as a result, the Parish Council strives to maintain and improve public open spaces and outdoor amenities. The Parish Council is responsible for maintenance of allotments, 21 play areas, grounds maintenance (grass cutting, shrub cutting and planting), and flytipping and street bins, with further services such as weed control being reviewed by the Parish Council.

The Parish Council has set a precept for 2025/26 of £1,299,395.00. Budget information is as follows

<b>Table 1.</b> EXPENDITURE	<b>2024/25</b>	<b>2025/26</b>	<b>% Difference</b>
<b>ADMINISTRATION</b>	£29,325.00	<b>£29,377.00</b>	<b>0.18</b>
<b>BUILDING RESERVES</b>	£0.00	<b>£50,000.00</b>	
<b>DELIVERY COSTS</b>	£316,763.00	<b>£263,425.00</b>	<b>-16.84</b>
<b>ELECTION EXPENSES</b>	£7,000.00	<b>£7,000.00</b>	<b>0.00</b>
<b>GRANTS &amp; COMMUNITY</b>	£32,550.00	<b>£35,750.00</b>	<b>9.83</b>
<b>LEGAL &amp; INSURANCE FEES</b>	£34,200.00	<b>£34,200.00</b>	<b>0.00</b>
<b>PARISH IMPROVEMENTS</b>	£19,300.00	<b>£52,500.00</b>	<b>172.02</b>
<b>PLAY AREAS</b>	£94,700.00	<b>£126,700.00</b>	<b>33.79</b>
<b>STAFFING</b>	£631,475.00	<b>£718,468.00</b>	<b>13.78</b>
	<b>£1,165,313.00</b>	<b>£1,317,420.00</b>	<b>13.05</b>
Precept	£1,145,463.00	<b>£1,299,395.00</b>	<b>13.44</b>

The Engagement Officer will be able to respond to local questions about how the Parish Precept is spent and help influence budget allocations in support of community priorities.

## Property, Facilities and Services

### **Unit 25 Westmead Industrial Estate.**

The Parish Council currently has one property that is home to the Parish Office and depot. All staff start and finish from this site. There is ample parking and a secure environment to work within. Greggs and other vendors are on the Industrial Estate and supermarkets are a short walk away. In future years other community buildings and spaces may join the Parish Councils assets.

The Parish Council maintains public open space across the Parish and West Swindon is often referred to as 'the greenest Parish'. As a result a primary focus of service delivery is on the outdoor spaces.

### Community Engagement

During the last 12 months, Councillors have been interested in engagement activities such as attendance at school fetes alongside the installation of new defibrillators in public places. There is a will to have stronger links with local businesses and partnerships. The Engagement Officer role will support the initiation of new events and lead on creating sustainable links and networks.



### Play and Recreation

A significant proportion of the Parish Council's budget is focused on play and play maintenance. The Parish Council deploys a mix of tendered and self installed play improvements.

### Volunteers

The Parish Council has been blessed with a significant number of residents who are dedicated to improving green open spaces within the Parish. These residents work as groups taking care of local green spaces and some work as individuals focused on litter picking. Councillors also create and lead litter picking group activities.



### Blagrove Allotments

This small allotment site is the only provision for West Swindon residents. Work is underway to consider the development of a second site within the Parish.

### Income Generation

The Parish Council team generates income from the sale of grounds maintenance services to Swindon Borough Council, schools and local businesses. This is potentially a key area for growth.

### Community Buildings

West Swindon Parish Council is in the process of negotiation of future premises. It is also considering the transfer of additional community buildings to the Parish Council. This role will be key to ensuring that new business ventures and assets are responding to local needs and maximising opportunities for income and resources.

## Council Committees

The Council currently operates two Standing Committees; these are the Finance & Staffing Committee and the Planning, Leisure & Environment Committee.

### **Finance & Staffing Committee (F&S)**

This committee oversees and manages the Council's resources and is scheduled to meet monthly. It is responsible for:

- Considering the budget expenditure, adherence to the Financial Regulations, overview of banking and reconciliations
- Determining all matters of general council policy and risk management
- Reviewing and approving the Council's loans, reserves and investments
- Authorising additional expenditure during the financial year; for example, to fund individual projects
- Reviewing staffing matters
- Advising on recruitment and staffing policy matters
- Approving appointments to certain management posts

### **Planning, Leisure & Environment Committee (PL&E)**

This committee oversees all the Council's leisure and environment issues, youth provision and general service delivery. It is scheduled to meet monthly. It is responsible for:

- Planning for refurbishment of Parish Council play areas
- Planning for planting schemes and parish improvements
- Providing responses to planning applications
- Reviewing volunteering
- Consideration of projects and events
- Consideration of youth provision and youth engagement
- Setting standards and priorities for the outdoor team

## Working Groups

The Parish Council has a number of working groups who meet to plan, prepare and discuss issues in more detail than is available at a Committee. The working group list and membership is agreed at the Annual Parish Council meeting. These include Staffing Working Party, Backlands Working Party, Allotments Working Party and Vehicle Working Party.

A working party is a non decision making group and will make recommendations to the relevant Committee or Council.

## How to Apply

We hope that the information in this pack has helped you gain a better understanding of who we are and what we do. If you would like to continue to the application stage, we look forward to hearing from you. For this role, we will have an open competitive process receiving applications on a rolling basis.

To apply, please **submit a CV and an accompanying letter** which details

- Why you are applying?
- Your previous skills and experience that you think are important to this role

Stand alone CV's will not be considered to be a complete application and will not be entered into the process.

Please visit [www.westswindon-pc.gov.uk](http://www.westswindon-pc.gov.uk) where you will find the job description and more information about the Parish Council.

Applications can be submitted by

Email: [work@westswindon-pc.gov.uk](mailto:work@westswindon-pc.gov.uk)

Post: Applications – West Swindon Parish Council, Unit 25 Westmead Industrial Estate, Bridgemead Close, Swindon, SN5 7YT

The Interview process will include an in person interview with a small panel.. You will be asked to prepare a short presentation. It would be estimated to last no longer than 1 hour.

<b>Closing Date</b>	<b>Open Process</b>
<b>Interviews</b>	<b>Date to be confirmed</b>

# WEST SWINDON PARISH COUNCIL JOB DESCRIPTION

## Community Engagement Officer

**Scale LC2: (16 to 23 £29,572 to £33,366) with an annual salary review**

Our Community Engagement Role is for someone who is passionate about connecting with people and creating a stronger, more connected community. A confident and dynamic and enthusiastic individual who will use their conversation and relationship building skills to create lasting relationships between the Council and local residents.

As a Council we are focused on maintaining and enhancing local spaces. From 21 play areas and a skatepark/pump track to large open spaces like Shaw Forest and Shaw Ridge Linear Park, we are dedicated to making West Swindon the best place to live. The future is likely to bring new opportunities and new projects for the Council.

This role is central to our community interactions—sparking conversations, listening to concerns, and working creatively to connect residents, businesses, and local groups. Whether it's through face-to-face meetings, digital engagement, or printed materials, it requires specific skills that foster trust, build relationships, and bring people together.

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**Reporting to:** RFO/Deputy Clerk

### General Duties:

1. To work closely with the Support Officer to ensure that there is timely and engaging information on Parish Council supported activities on social media, noticeboards and the Council's website
2. To show creativity and enthusiasm in the creation and support of a broad range of engagement activities linked to the Parish Council's priorities
3. To create new groups, drop in sessions, consultation activities, participation events or new networks across the Parish as directed

4. To create and support external funding applications, and have the determination and confidence to liaise with local businesses for donations and sponsorship
5. Use problem solving skills to create opportunities, projects and events that will bring together a range of resources (internally and externally) to resolve local issues or improve local provision of services
6. Working alongside other colleagues, be proactive in identifying opportunities to maximise income and bookings from community buildings, public spaces and assets
7. Support local groups with funding applications and project development, promoting and administering the Parish Council's grants scheme as appropriate
8. To be an effective team member within the Parish Office assisting with administrative support e.g. printing, answering the phone, creating surveys/posters
9. Ensure all activities comply with health and safety regulations and safeguarding procedures, including completing appropriate risk assessments and following relevant protocols for activities involving volunteers, children, young people, and vulnerable adults
10. To undertake additional duties as required by the Clerk/Deputy Clerk

#### Working with Councillors and the Community:

11. To maintain effective and positive public relations and help to promote the image of the Council within the parish to residents, visitors and outside bodies
12. To provide a courteous and helpful response to Councillors and members of the public seeking information and advice
13. To have awareness and sensitivity to working within a political environment and be able to navigate challenging circumstances in an appropriate and professional manner
14. To draw on own initiative and to find practical solutions to local issues
15. To have ideas and initiative to grow and sustain volunteer participation, liaising with existing volunteers and groups and finding new recruits
16. To liaise and develop relationships with external bodies, residents, businesses and local organisations



Essential	Preferred
<ul style="list-style-type: none"> <li>• Experience of working face to face within a local council or customer service or community engagement setting</li> <li>• Experience of dealing with customer complaints and enquiries</li> <li>• Working competence in producing documents and information for the public using Microsoft Office</li> <li>• Experience of managing sensitive issues</li> <li>• Effective verbal communication skills</li> <li>• Excellent organisation skills</li> <li>• Creative and problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering community projects</li> <li>• Experience of delivering grant or external funded projects</li> <li>• Experience of community consultation</li> <li>• Experience of acquiring funding or sponsorship</li> <li>• Experience of managing or creating effective communication networks</li> <li>• Knowledge of West Swindon Parish and parish council service delivery</li> <li>• Experience of working in an office environment</li> </ul>
<b>Personal Qualities</b>	
<p>This role requires someone who can work independently without supervision. It requires a cheerful and engaging approach with excellent verbal communication skills. You will enjoy problem solving and have a drive to get things done. You will enjoy working with people and face to face conversations will be your natural preference.</p>	
<b>Other Requirements</b>	
<p>The majority of Parish Council meetings are held in the evenings so occasional evening working will be required. You will be working on community events which are likely to take place on evenings or weekends and will need you to be available. There will be occasions where you will be lone working.</p> <p>The post holder will need to be able to travel across the Parish for the purpose of community engagement activities, display notices, attend site visits and meetings.</p> <p>You will hold a full clean driving licence and has access to own vehicle for work purposes. Willingness to be enhanced DBS checked. You will be required to carry equipment and resources into community settings which may have different access requirements. You must be capable of setting up equipment for community events.</p>	

**Note:** This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and the Council in understanding the primary functions of the post. Other duties may be specified as and when required.

Terms and Conditions of Employment

<b>Post</b>	Engagement Officer
<b>Responsible to</b>	Deputy Clerk
<b>Conditions</b>	<b>Scale LC2: (16 to 23 ££29,572 to £33,366) with an annual salary review</b> <b>Membership of NEST Pension Scheme – employer contribution 10%.</b>
<b>Working Hours</b>	To be agreed with successful candidate: part time or full time hours across a <b>flexible working pattern</b>
<b>Evening and weekend working</b>	Role holder will work with local people first and foremost and as a result it is likely that time will be spent at events or activities outside of office hours. Attendance at evening meetings will be required occasionally to give information and updates to Councillors or for the purpose of liaising with residents/community members <b>Time off in lieu</b> for out of office hours working will given.
<b>Probation period</b>	The post is subject to completion of a probationary period of six months
<b>Place of work</b>	West Swindon - no fixed location. There will be an office base at the Parish Council offices, currently Unit 25 Westmead Industrial Estate, Swindon, SN5 7YT. You will be required to work at and visit other sites in West Swindon. Attendance at meetings or for training in locations as advised. Hybrid or flexible working. Free car parking.
<b>Leave entitlement</b>	<b>28 days' annual leave</b> per annum plus bank holidays (FTE)
<b>Interview</b>	Dates to be confirmed.