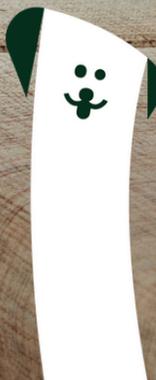




LOVE WITHOUT LIMITS



Edinburgh

**Dog
&
Cat**

Home

Community Engagement Coordinator

Full Time, Permanent Role

Application Pack





WHO WE ARE

Here at Edinburgh Dog and Cat Home, we strive to make sure that every pet has the loving home it deserves, and we get our claws into our cause.

OUR MISSION

When a pet is part of the family and already has a loving home, we want to keep them there whenever possible. But sometimes, caring for dogs and cats means coming to the Home and finding a new loving family is best for them.

We're here to help pet owners, for when circumstances have changed through our Pet Foodbanks, by offering training or through raising awareness of issues for pets to deliver lasting change. Our priority is to help keep families together and be there when people and animals are in need.

We're a small but dedicated team united by our unconditional love of animals and our dedication towards their care, whatever it takes!



ROLE DESCRIPTION

Purpose of the Role

The Community Engagement Coordinator will be the driving force behind the development and expansion of Edinburgh Dog and Cat Home's Community Engagement Volunteer initiative. Promoting, supporting and expanding innovative and effective volunteer-led community engagement activities which support the Home's wider strategy.

They will promote, coordinate and develop the Home's community engagement volunteer programme by managing all aspects of volunteer-led community activities including, training of volunteers, ongoing support, creating and maintaining partnerships with external community groups, organisations & businesses, arranging, coordinating and managing community events and activities alongside working in partnership with departments across the Home.

KEY RESPONSIBILITIES

Work alongside the Volunteer & Engagement Manager to develop, promote & deliver a community engagement volunteer strategy in line with the organisations wider strategic aims.

- Identify, develop and maintain relationships with local community groups and other organisations and businesses to organise and host events/activities
- Develop and maintain links with local community groups and other organisations and businesses to recruit volunteers.
- Coordinate, manage and successfully run community volunteer-led events and activities
- Encourage continued engagement within the community
- Liaise with regulatory bodies to ensure the Home's legal compliance
- Develop volunteering opportunities in areas within Edinburgh and East and Central Scotland burgh that are supported by the Home's services

Work with the volunteers who support your areas of responsibility to provide, management, guidance, support and direction, ensuring all community activities are run professionally, legally, comply with best practice and meet agreed KPI's.

- Create and deliver necessary training, adhering to the Home's brand guidelines and key messages, to volunteers within your area of responsibility. Ensuring that they feel confident in their knowledge and ability when engaging in community activities
- Ensure the necessary assets (e.g. posters, flyers, stickers, tablecloths, etc) are available to volunteers to support them in their activities.
- Coordinate with volunteers to ensure the assets and materials are available, collected and returned and stored correctly at the Home.
- Use the Home's vehicle booking system to ensure transport is available to volunteers as and when required
- Ensure that all information related to the community activity has been provided to volunteers including, contact details, timings, address etc
- When required, attend community activities with volunteers to provide support
- Provide management, guidance, support and direction to volunteers

KEY RESPONSIBILITIES

Administration

- Create and maintain operational procedures for your areas of responsibility and to ensure consistent and high-quality community and volunteer journeys.
- Utilise software and platforms available, including:
 1. the Home's CRM system (Beacon), ensuring it's kept up to date with clean and accurate community engagement data (in compliance with GDPR and other data protection laws)
 2. SharePoint, Teams and other key administration and project management programmes according to best practice to ensure key data and projects are recorded in an accurate and timely manner.
 3. Accurately record community activity hours and volunteer shift hours.

Reporting

- Work with the Volunteer & Engagement Manager to continue to develop, manage and report on activities, budgets and forecasts for your areas of responsibility, as appropriate.
- Identify, monitor and report on Community Engagement activities, ensuring all activities are in line with the Home's wider strategy.

Communications

- Work closely with the Marketing and Communications team to maximise promotional activities in relation to your area of responsibility.
- Contribute to the Home's newsletter and email marketing to ensure community activities are being represented accurately and consistently.

KEY RESPONSIBILITIES

Other Duties

- **Keep abreast of current sector specific legislation, best practice and innovation, sharing knowledge with colleagues as appropriate and applying it to your areas of responsibility.**
- **Commitment to continuous development of skills and knowledge required for the post, undergoing training and review as agreed with the Volunteer & Engagement Manager or required by the Home.**
- **Support with the Home's annual Community Day, assisting both with preparations for the event and support on the day.**
- **Champion the Home and its work at all times in a professional, friendly and engaging manner, adhering to the Home's brand guidelines and key messages.**

Key Organisational Relationships

- **Work collaboratively with the Marketing and communications team to share community and volunteer-led community activities across all channels and platforms.**
- **Work with the Volunteer and Engagement Manager to recruit, train and manage community engagement volunteers for your areas of responsibility.**
- **Work collaboratively with the Income and Engagement Team to ensure a joined-up approach is taken when planning events and engagement activity both in the community and with businesses**

Animal Welfare

- **You will have occasional contact with animals and pet owners who use our services as part of your role, so you must feel comfortable working with dogs and cats and empathy for animal welfare and tackling pet poverty.**

Please note that this job description is not an exhaustive list and there may be other duties or responsibilities required that are not detailed in this document.

PERSON SPECIFICATION

Essential

- **Strong written and verbal communication**
- **Experience coordinating volunteers**
- **Experience organising community activities/events**
- **Confident engaging with community partners and stakeholders**
- **Highly organised and able to manage multiple priorities**
- **Good IT skills (Microsoft 365) and accurate record keeping**
- **Awareness of safeguarding, compliance and GDPR**
- **Friendly, approachable and professional**
- **Comfortable around animals and pet owners**
- **Flexible to work evenings/weekends when required**
- **Full UK Driving Licence**

Desirable

- **Relevant qualification (community, volunteering, events, or similar)**
- **Experience developing volunteer programmes**
- **Experience delivering training or presentations**
- **Charity / third sector experience**
- **Experience in animal welfare or community support environments**
- **Confidence networking and promoting activities**
- **Experience using CRM systems**
- **Knowledge of local community landscape (Edinburgh/East & Central Scotland)**

Role: Community Engagement Coordinator

Reporting to: Volunteer & Engagement Manager

Location: Hybrid working with the option to discuss flexible and compressed hours. There is an expectation of a minimum of 1 day per week working on site.

Some travel will be required as part of the job role.

Starting Salary: £27,700 per annum, 35 hours per week. Work on evenings and weekends will be required, this will accrue TOIL in line with company policies.

Staff Benefits:

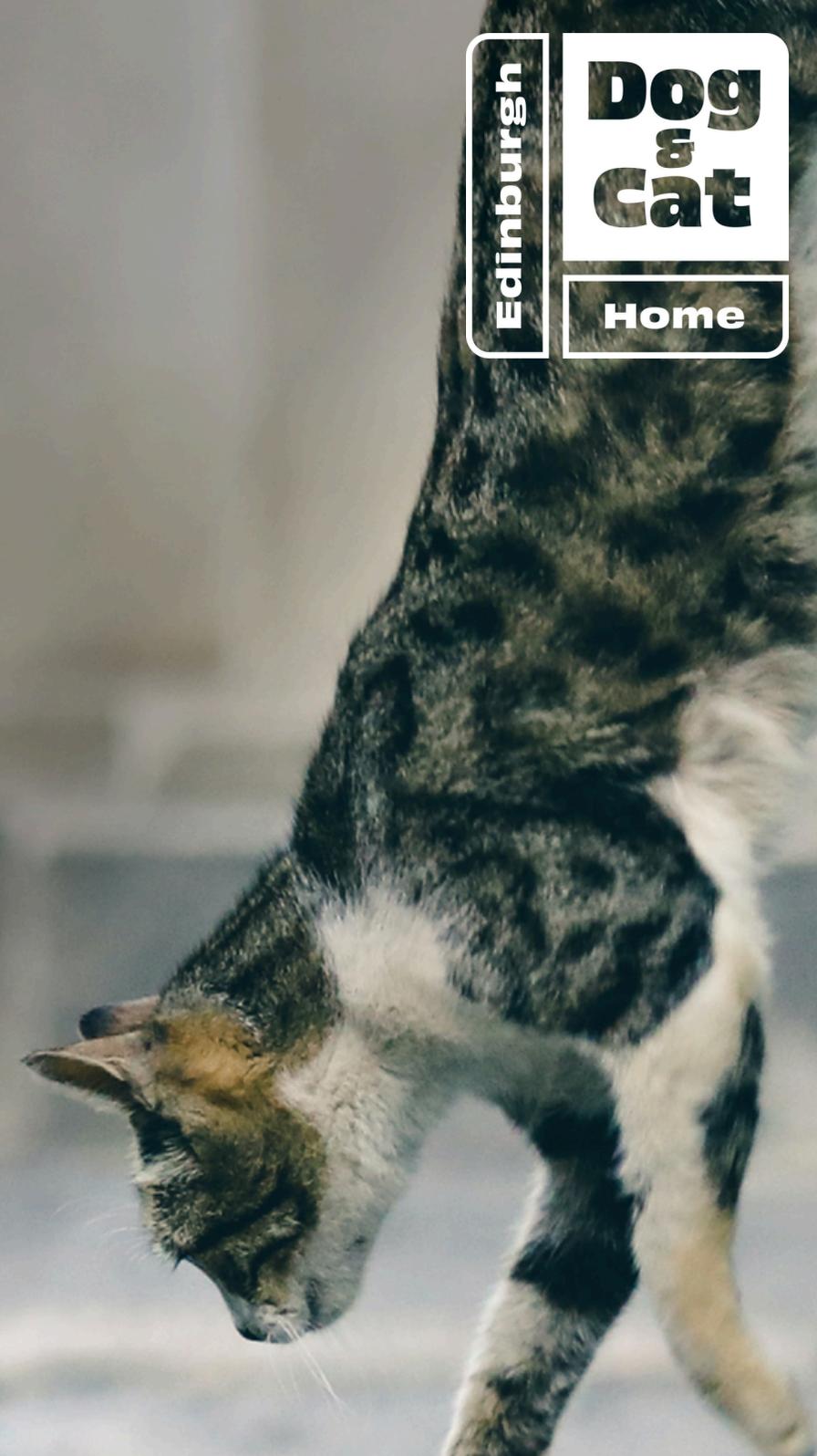
- **Enhanced holiday + bank holidays, increasing with length of service**
- **Life Insurance**
- **Uniform allowance**
- **Enhanced maternity**
- **Generous pension scheme**
- **Employee Assistant Programme**
- **Staff wellbeing program**
- **Winter flu vaccinations**
- **Social team events**
- **Discounted pet insurance**
- **Charity worker discounts**

+Many more

Edinburgh

**Dog
&
Cat**

Home



HOW TO APPLY

Submit your CV and a covering letter to recruitment@edch.org.uk by Thursday 29th January and interviews will likely be held the week beginning Monday 2nd February.