

Community Engagement Manager

Job Description and Personal Specification

Job title:	Community Engagement Manager
Place of work:	Community Links, 105 Barking Rd E16
Hours of work:	Part Time 0.5FTE
Band:	Operational - People Manager
Reports to:	Community Engagement Manager
Level of screening:	Enhanced DBS

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Community Links, an integral part of Catch22 in East London, has a distinguished legacy spanning nearly 50 years of delivering vital support services in Canning Town. Today, Community Links continues to serve more than 80,000 people each year through programmes focused on health, advice, employability, and community strengthening initiatives.

Where you fit in

Community Links is embarking on an exciting new chapter, building a vibrant new team dedicated to shaping place-based, community-driven support across East London. As the Community Engagement Manager, you will lead this newly formed team, providing vision, direction, and energy to ensure our initiatives are genuinely co-designed with residents, local organisations, and partners. Your leadership will be central to fostering safety, belonging, and agency for everyone within our communities, both within Community Links' walls and throughout Newham.

At the heart of our strategy is a commitment to genuine community leadership. In your role as Community Engagement Manager, you will champion the empowerment of local voices and ensure the community is directly involved in decision-making. By supporting and resourcing community-led programmes, you will help establish Community Links as a true hub: a space where residents access meaningful opportunities, strengthen social ties, and help build a resilient, inclusive neighbourhood for all.

Main Duties & Accountabilities

To ensure residents and stakeholders across Newham are engaged with, and actively contributing to, the development and delivery of the Community Strengthening vision and priorities, as established by the new team. Activities and initiatives should reflect the wider Newham context not just within Community Links, ensuring that services are inclusive and accessible to all. This includes organising, supporting, and promoting opportunities that empower communities, strengthen local ties, and foster a shared sense of purpose.

MAIN TASKS AND RESPONSIBILITIES

Strategy and Leadership

- Develop and implement a clear vision, strategy, and identity for Community Engagement delivery across Community Links.
- Align the Community Engagement strategy with Community Links' overarching objectives and wider Catch22 priorities.
- Lead on embedding community voice and resident participation into all programmes, ensuring local people are central to design and delivery.

Team and Volunteer Management

- Line manage the Community Engagement team, providing supervision, support, and professional development opportunities.
- Oversee the recruitment, induction, and retention of volunteers, ensuring they feel valued and supported.
- Foster a collaborative, inclusive team culture that empowers staff and volunteers.

Impact and Reporting

- Oversee collection and analysis of engagement data, outcomes, and feedback to measure impact against Community Links metrics.
- Produce regular performance reports, including an annual Community Engagement report for internal and external stakeholders.
- Ensure compliance with safeguarding, GDPR, equalities, health & safety, and other governance requirements.

Partnerships and Representation

- Act as the public face of Community Engagement for Community Links, representing the organisation in local, regional, and national forums.
- Build and sustain strategic partnerships with residents, community groups, statutory bodies, and funders.
- Seek out new opportunities for collaboration, innovation, and growth.

Governance and Advisory Board

- Convene and manage the Community Engagement Advisory Board, ensuring meaningful community representation.
- Provide the Board with timely reports and facilitate effective two-way communication between residents and organisational leadership.

Financial and Resource Management

- Manage the Community Engagement budget, ensuring resources are allocated effectively and transparently.
- Support funding applications and business development opportunities to grow community engagement activity.
- Oversee efficient use of facilities, digital platforms, and communications tools to maximise engagement reach.

What does good look like for this role?

In this role, good looks like:

- A clear, well-communicated engagement strategy that responds to local needs.
- A motivated team and strong volunteer network, supported to deliver high-quality engagement activities.
- Reliable data collection and reporting, demonstrating impact and accountability across programmes.
- Active partnerships with local organisations, bringing new opportunities and resources.
- An effective Advisory Board and visible community voice shaping decisions.
- Budgets managed well, with additional funding or resources secured where possible.
- Recognised locally as a trusted, collaborative leader who strengthens both Community Links and the wider voluntary sector.

Organisational Relationships

This role reports to the Facilities Manager for day to day line management with some strategic oversight from the Director of Communities.

Community Engagement Manager: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Undergraduate degree (or equivalent) in the social sciences, community development or relevant field or the ability to demonstrate an equivalent level of knowledge and expertise through substantial relevant experience.		CV evidence
KNOWLEDGE	• Thorough understanding of outreach and community engagement • Understanding of issues and difficulties faced when addressing community need and engaging a culturally diverse community • Thorough understanding of safeguarding and responsibilities when working with vulnerable populations • Knowledge of the Newham geographical area, its communities and specific challenges.	• Awareness of current digital trends that can be used to support community engagement	CV and interview
EXPERIENCE	• Proven experience in managing teams and volunteers, with the ability to inspire, support, and develop others. • Strong track record of working with diverse communities, building trust, and facilitating inclusive participation, with specific experience in Newham. • Working within an equal opportunities framework	• Experience using digital tools to engage groups whose voices are seldom heard	CV and interview
SKILLS & ABILITIES	• Ability to design and deliver engagement strategies, set priorities, and align activities with organisational goals. • Good written and oral communication skills; ability to communicate effectively with a wide range of people • Flexible and innovative approach to work • Ability to work under pressure and handle multiple priorities • Competent in monitoring impact, managing budgets, and producing clear reports for governance and funders.	• Income generation and fundraising • Marketing and communications	CV and Interview
OTHER	• Share Catch22 values • Awareness of and commitment to Equality & Diversity • Willing to travel and work flexibly • Desire to develop and undertake training as required		Interview