



Bridgwater Town Council



**Community Engagement Officer
Pride in Place (Bridgwater South)**

RECRUITMENT PACK





Appointment of Community Engagement Officer – Pride in Place Programme (Bridgwater South)

Salary Scale SCP: 18-23 (£31,537 - £34,434 per annum)

Are you passionate about bringing people together and helping communities have a real say in the decisions that affect them?

We're looking for a Community Engagement Officer to play a key role in delivering Bridgwater's Pride in Place programme. Working directly with residents, community groups, partners and local organisations, you'll help ensure the voices and priorities of people across Bridgwater South are heard and reflected in the programme.

This is a varied, community-based role where you'll build relationships, encourage participation, organise engagement activities and help turn local ideas into positive action. You'll be out and about in the community, connecting people and creating opportunities for residents to get involved in shaping the future of their local area.

Would you like to know more? To obtain an information pack with full details of the role and application form, please visit our website www.bridgwater-tc.gov.uk/vacancies

Completed application forms should be sent to: hradmin@bridgwater-tc.gov.uk

Closing date for applications: 25th September 2026

Interview date: Tuesday 6th October

If you would like to discuss this position, please contact the HR department on 01278 427692

Appointment subject to satisfactory references and pre-employment health checks

* This post is funded through the Pride in Place Programme and is offered on a fixed-term basis until 31 March 2027. Any extension beyond this date will be subject to the continuation of programme funding and the ongoing operational requirements of Bridgwater Town Council. While future funding opportunities will be explored, there is currently no guarantee that the post will be extended or become permanent.



BRIDGWATER TOWN COUNCIL
Town Hall, High Street, Bridgwater TA6 3AS
01278 427692
townclerk@bridgwater-tc.gov.uk

Job Description

Job Title:	Community Engagement Officer - Pride in Place
Place of Work:	Bridgwater Town Hall
Salary:	SCP 18-23 (£31,537 - £34,434 per annum), plus NJC annual pay award and access to the Local Government Pension Scheme..
Hours of Work:	Full time – 37 hours per week. Fixed-term contract until 31 March 2027, with the potential for extension subject to funding and programme requirements.
Leave Entitlement:	23 days per annum, two statutory days plus public holidays (Plus 3 additional days after 5 years' service)
Reports To:	Bridgwater Town Council - Fundraising and Development Manager (day-to-day line management)
Accountable to:	the Neighbourhood Board, through the Communications and Engagement Working Group, for delivering the programme's engagement objectives

A. Purpose of the Role

The Community Engagement Officer will play a pivotal role in delivering the Pride in Place Programme (PIPP) for Bridgwater South.

The postholder will support the development and lead the delivery of a programme of community engagement activity designed to build awareness, strengthen participation and ensure local people are at the heart of decision-making. Working closely with residents, community organisations, local stakeholders and service providers, they will build strong relationships and create opportunities for people to have a meaningful say in shaping the future of their community.

The role will coordinate engagement activities, gather community insight and ensure local views and priorities are reflected in programme plans and decisions.

Working closely with the Neighbourhood Board Chair, the postholder will provide the coordination and practical support needed to drive the programme forward. This will include connecting residents, partners and stakeholders, supporting meetings and actions, and helping to turn community priorities into positive change.

A highly visible and community-based role, the Community Engagement Officer will be out in the community, going to where people are and building trusted relationships with residents across Bridgwater South. Acting as a key link between residents, community organisations and the Neighbourhood Board, they will help ensure the programme remains community-led and responsive to local needs.

B. Main Responsibilities and Key Tasks

Community Engagement and Relationship Building

- Lead the delivery of community engagement activities across Bridgwater South, ensuring local people have meaningful opportunities to shape the Pride in Place Programme.
- Utilising Bridgwater Town Council's existing network build and maintain trusted relationships with residents, community groups, voluntary organisations, local stakeholders and service providers.
- Act as a visible and accessible presence based out in the community, engaging residents and encouraging participation in the programme.
- Ensure engagement activities are inclusive and responsive, enabling a diverse range of voices to be heard, particularly those who may be underrepresented.
- Develop targeted engagement approaches to reach seldom-heard and underrepresented groups and remove barriers to participation.
- Support residents to identify priorities, develop ideas and contribute to local decision-making.
- Support residents, community groups and volunteers to develop skills, confidence and capacity to participate in local decision-making and community-led initiatives.
- Identify and encourage community champions and local ambassadors to increase participation and strengthen community networks.

Programme Coordination and Governance Support

- Work closely with the Neighbourhood Board Chair to provide coordination and support for the effective delivery of the programme.
- Maintain momentum across programme activity by coordinating actions, monitoring progress and supporting the implementation of agreed priorities.
- Support the administration and organisation of the Neighbourhood Board and Community Forum, including meetings, agendas, papers and follow-up actions.
- Facilitate effective communication between residents, partners and governance structures.

- Support constructive dialogue between residents, stakeholders and partners and help manage differing views and expectations.
- Ensure community feedback and priorities are captured, shared and considered within programme planning and decision-making.

Community Insight and Participation

- Gather, analyse and present community insight to help inform investment, regeneration and programme priorities.
- Collect and analyse quantitative and qualitative data to measure community participation, programme outcomes and social impact.
- Working with the Communications Officer for Pride in Place, develop effective methods for collecting community feedback and measuring engagement.
- Produce reports, updates and briefings for governance groups, partners and funders.
- Support the development of approaches that demonstrate how community feedback has influenced decisions and outcomes.
- Contribute to programme monitoring, evaluation and learning activities.

Partnership Working

- Develop positive working relationships with community organisations, public sector partners, schools, housing providers and other local stakeholders.
- Identify opportunities for collaboration that strengthen community involvement and programme impact.
- Work collaboratively with the Communications Officer for Pride in Place and wider programme partners to promote engagement opportunities and programme activity.

General Responsibilities

- Monitor and report engagement activity, outcomes and participant against the programme's five objectives: awareness, participation, trust, inclusion and impact.
- Help establish and maintain the baseline these are measured against, and report progress regularly to the Communications Task and Finish Group, the Neighbourhood Board and Corporate Advisory Group.
- Prioritise measures of trust and participation, including reach into priority communities, over vanity metrics such as follower counts.
- Collect, store and report data, consent and impact stories in line with data protection requirements.
- Support budget monitoring and the effective use of programme resources.
- Undertake any other duties commensurate with the level and responsibilities of the post.
- Ensure engagement activities are delivered in accordance with safeguarding policies and procedures.

COMMUNITY ENGAGEMENT OFFICER - PRIDE IN PLACE

PERSON SPECIFICATION

	Essential	Desirable	Evidence
Qualifications & Training	Relevant qualification or equivalent knowledge, skills and experience Commitment to further professional development where required.	Relevant professional membership or training in community engagement or participation methods. Understanding of local government decision-making processes and the importance of political neutrality.	Application & Interview
Knowledge & Experience	Experience of delivering community engagement, consultation, outreach or community development activities. Experience of building positive relationships with residents, community groups and partner organisations. Experience of organising and coordinating meetings, events or projects. Experience of gathering and using feedback to inform plans or service delivery. Experience working directly with diverse communities.	Experience working within regeneration, neighbourhood development or place-based initiatives. Experience supporting governance groups, boards or community forums. Experience working within local government, the voluntary sector or other publicly funded programmes. Knowledge of community engagement best practice and participatory approaches. Knowledge of the communities and organisations within Bridgwater and Somerset.	Application, Interview & Presentation
Skills & Abilities	Excellent communication and interpersonal skills with the ability to engage a wide range of people. Strong organisational skills and the ability to manage multiple priorities and activities.	Experience using social media, websites or digital engagement platforms to support community participation. Experience producing reports, presentations or funding updates.	Application & Interview

	Ability to build trust and maintain positive working relationships. Ability to work independently and use initiative. Ability to analyse information and present findings clearly. Good IT skills, including Microsoft Office and digital communication tools.	Experience using surveys, consultation tools or engagement software.	
Personal Attributes	Enthusiastic, approachable and community focused. Self-motivated and able to work independently whilst contributing as part of a team. Flexible and adaptable with a positive approach to problem solving. Commitment to equality, diversity and inclusion. Ability to act with integrity, professionalism and discretion.	Confidence in working with senior stakeholders, councillors and community leaders.	Application & Interview
Other Requirements	Ability to work occasional evenings and weekends to support community engagement activities and meetings. Willingness to work flexibly and spend significant time based within the community. Understanding of health and safety and safeguarding responsibilities.	Full UK driving licence and access to transport.	Application & Interview



Community Engagement Officer – Pride in Place

Rewards Statement

We want Bridgwater Town Council to be a great place to work, where colleagues are proud to work for the organisation.

As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.

Local Government Pension Scheme	with a significant employer contribution of 22.3% of your salary
Generous annual leave	25 days plus bank holidays rising to 28 after 5 years with entitlement increasing based on your length of service
Health and wellbeing support	including a 24-hour confidential helpline, access to counselling, and trained Mental Health First Aiders
Learning and development opportunities	Learning and development opportunities your role Paid professional membership
A strong team environment	work alongside supportive colleagues who take pride in delivering services to the community
Work-life balance	we recognise the importance of balancing work and personal life
Modern equipment and safe working practices	ensuring you have the tools and support needed to do your job effectively
Employee discounts	access to a range of savings through Bright HR
Family-friendly policies	including flexible working, enhanced maternity pay, paternity and adoption leave, and support for work-life balance.