

Job Description

EMPLOYER:	Leeds Alternative Travel
POST:	Community Engagement Officer
SALARY:	£competitive
HOURS:	20-25 hours per week (<i>Mon-Sun 0900-2100</i>)
HOLIDAYS:	20 days plus bank holidays pro rata
RESPONSIBLE TO:	Customer Services Supervisor

Aim

To improve access to services provided by the organisation(s), to actively promote the services to the wider communities, to encourage participation, and to actively seek out new users.

Main Duties

Health, Safety, Environment and Equality

1. Actively contribute to maintaining a safe and healthy environment for all staff and visitors.
2. To comply with all Safety and Environmental systems.
3. Report any accidents, incidents and near misses in line with policy.
4. Adhere to and promote HCT Groups equal opportunities policy

Community Engagement

1. Build relationships within the community.
2. Grow the customer database.
3. Offer 1-2-1 support to customer and potential customers on journey planning and outings.
4. Organise and attend community engagement events.
5. Actively promote community partnerships in relation to using the services provided by the organisation(s)
6. Carry out user surveys in line with policy.
7. Actively seek out case studies and produce case study reports

Systems

1. Promote the technology available to customers.
2. Distribute system support materials for users, and arrange system use support as required.

Internal Communication

1. Provide weekly activity data to Managers including KPI data
2. Provide information as required or on a regular basis to the call centre teams.

3. Attend staff meetings.

General Duties

1. Promote and develop a culture which is receptive, responsive and provides the highest standards of customer care.
2. Promote a positive working environment culture
3. Undertake training and development and attend courses and external meetings.
4. In addition to the duties and responsibilities listed, the post holder is required to perform other duties assigned by the Management Team from time to time.