Community Engagement Lead job pack

Title	Community Engagement Lead (Cambridgeshire)
Hours	37 hours per week including some weekend and evening working
Salary	£30,000-£33,500 per annum
Accountable to	Head of Fundraising and Communications
Responsible for	N/A
Based	Hybrid, from home and our St Ives office, with extensive travel across Cambridgeshire and Peterborough

About Caring Together Charity

For over 40 years we have been supporting families who are living with an illness or disability.

Our vision is a world with no unpaid carer in crisis, isolated or struggling alone. Three in five of us will become a carer at some point in our lives and Caring Together Charity is here to provide emotional and practical support and advice to carers of all ages and their families.

About the role

Caring together Charity is dedicated to improving the lives of unpaid carers across Cambridgeshire, Peterborough and Norfolk. We work alongside communities, healthcare professionals, volunteers and partner organisations to ensure people receive the support they need. Through collaboration, education and community engagement, we aim to improve awareness of unpaid carers and Caring Together Charity and generate income to fund our services.

We are seeking an enthusiastic and relationship-focused Community Engagement Lead to increase awareness and engagement within local communities across Cambridgeshire and Peterborough, and build meaningful partnerships across the healthcare, business and voluntary sectors.

Role Purpose

- The Community Engagement Lead will play a key role in increasing awareness of carers, the pressures they face, and the charity's services. They will raise awareness of the charity and our work by engaging with health settings, community groups, companies, faith groups and schools.

- The postholder will develop and strengthen relationships with healthcare professionals, community organisations, local authorities, voluntary sector partners, schools, businesses and volunteers across Cambridgeshire and Peterborough.

Key accountabilities of the role

1. Healthcare and professional engagement

- Develop and maintain strong relationships with GP practices, Primary Care Networks (PCNs), practice managers, social prescribing teams, pharmacies, ambulance services and other healthcare professionals.
- Prepare and deliver training sessions, workshops, and events to raise awareness of unpaid carers within and for health settings such as hospitals, and GP surgeries.
- Represent the charity at networking forums, partnership meetings and local engagement events, acting as a knowledgeable and professional advocate for the organisation and unpaid carers.

2. Community engagement

- Act as an ambassador for the charity across Cambridgeshire and Peterborough, ensuring a strong and visible presence within local communities.
- Build and maintain relationships with health organisations, community groups, voluntary organisations, faith groups, local authorities, schools and businesses throughout Cambridgeshire and Peterborough.
- Develop partnerships that increase awareness, participation and community support for the charity.
- Identify and prioritise underserved communities and develop engagement approaches that improve accessibility and inclusion.
- Proactively identify, attend and exhibit at community events, health and wellbeing fairs, county shows, awareness campaigns, conferences, networking events and local stakeholder meetings.
- Plan, coordinate and deliver engaging exhibition stands and information displays that effectively promote the charity's services and support available.
- Develop an annual programme of community outreach activities and events to maximise awareness and engagement across the region.
- Build relationships with event organisers, community leaders and partner organisations to secure opportunities for participation and collaboration.
- Deliver presentations, talks and information sessions to community groups, voluntary sector organisations and local businesses.
- Capture feedback, insights and opportunities arising from events and use these to inform future engagement activity.
- Collect case studies, stories and impact data that demonstrate the value of the charity's work within local communities.

3. Fundraising and partnerships

- Develop relationships with organisations wishing to support the charity through fundraising, sponsorship or partnership activity.
- Working with fundraising colleagues, support community fundraising initiatives delivered by local groups, businesses and supporters.

4. Communications

- Identify and gather engaging content for newsletters, magazines, social media and community communications.
- Share stories demonstrating the impact of the charity's work.
- Ensure messaging is accurate, consistent and aligned with organisational priorities.

5. Administration and reporting

- Maintain accurate records of contacts, partnerships, events and engagement activity using the charity's CRM system.
- Monitor engagement outcomes and produce reports against agreed objectives and KPIs.
- Ensure all activities comply with safeguarding, GDPR, health and safety and organisational policies.

6. Volunteer engagement

- Coordinate community volunteers involved in outreach and engagement activities.

Caring Together Charity is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

I confirm I have read and understood the contents of this job pack.

Your name _____

Signature _____

Date _____

Community Engagement Lead
Person specification

Requirements	Essential	Desirable
Qualifications	• Skills, attitude and experience are more important than specific qualifications.	
Experience and knowledge	• Experience of working proactively with a range of partners in the community, potentially in a community engagement or events role previously. • Experience of working in the healthcare or voluntary sector. • Experience of giving presentations and talks to a range of audiences. • Experience of exhibiting at events and creating engaging resources and displays. • Comfortable using standard Microsoft Office products and producing PowerPoint slides.	• Knowledge of caring and understanding of the pressures experienced by unpaid carers. • Experience of working in a community engagement role. • Experience of using Salesforce or other CRMs. • Experience of using Microsoft Teams and SharePoint.
Skills and abilities	• A natural communicator and relationship-builder. • A confident and engaging public speaker. • Highly organised with the ability to manage own workload and prioritise effectively. • Ability to record data in a timely manner and with high accuracy. • Research skills to identify events, forums and potential partner organisations. • A driver with a clean driving license and own vehicle. Ability and willingness to	• Ability to manage data including running reports and analysing data. • Volunteer management and supervision ability.

	travel widely across Cambridgeshire and Peterborough and work unsocial hours (evenings and weekends) on a regular basis.	
Personal attributes	• A people-person, with natural warmth and authenticity. • Self-motivated with a desire to make a positive difference. • A strong team worker, able to support others and work collaboratively. • A positive, problem-solving approach. • Accountable and honest regarding successes, challenges and learnings.	• Personal experience of caring.

Application and recruitment process

Closing date	The closing date for this post is 9am on 30 November 2026
Interview	It is anticipated that interviews for this post will take place on 8 December 26.
Start date	The post is available immediately, on a full-time, permanent basis.
Referees	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together Charity comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	Normal working hours are between 9.00am and 5.00pm, however, Caring Together Charity is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. The successful candidate will be required to work flexibly at evenings and weekends on a frequent basis, and time off in lieu of hours worked will be given.
Benefits	Full details of the benefits of employment will be made available to the successful candidate.