

Engagement Support Officer

Community Action Norfolk is looking for an Engagement Support Officer to join our small but impactful team, supporting neighbourhood-based community development activity across King's Lynn; specifically in the neighbourhoods of North Lynn, South Lynn, Gaywood and Fairstead & King's Reach. The project will be delivered in partnership with local organisation, Together Norfolk*.

**Although Together Norfolk is a faith-based organisation, the project is secular, and will be fully inclusive.*

The Project

This project is part of the government funded Pride in Place programme and invests in neighbourhood-based approaches that strengthen community connections, amplify resident voice, build local leadership and support collaboration between residents, community organisations and public services. This new team will sit within the oversight of Together Norfolk*, facilitating these local communities to foster asset-based community development.

About the Project Partners

This is a partnership between [Community Action Norfolk](#) and [Together Norfolk](#), with government funding managed by the Borough Council of King's Lynn and West Norfolk. This role supports project delivery across King's Lynn and will operate out of the programme office in Connections at St James House, King's Lynn; although there will be an expectation for the post holder to work alongside Community Builders in the four neighbourhoods wherever possible.

Community Action Norfolk

Community Action Norfolk is an independent charity. Our role is to help build a stronger and fairer Norfolk through support, empowerment and strategic partnership with voluntary, community and social enterprise organisations. We do this by:

- Harnessing the value of connecting people and services in the communities of Norfolk.
- Supporting people to make a positive difference by providing information, advice, training and support for positive outcomes in the communities of Norfolk.

We provide direct support to around 500 Voluntary, Community and Social Enterprise (VCSE) organisations a year across Norfolk with everything from funding advice and governance support to engagement and needs identification. Through this we aim to build a positive dialogue between the VCSE sector and other key partners to collaboratively achieve the best possible outcomes for the people of Norfolk.

We want to ensure Norfolk is a fair place for all, whoever they are, wherever they live. In a county where 53% of the population live in rural areas, rurality remains an important part of this.

We run a wide range of programmes and projects from housing advice through to supporting people with cancer. Most of our delivery is undertaken in partnership with other organisations.

Together Norfolk*

Together Norfolk is a Christian charity (with links to the Diocese of Norwich) that works to strengthen communities by helping churches collaborate alongside community organisations and local partners to work effectively together around shared social challenges in specific areas of social need. We believe that local communities already contain strengths, skills, relationships, and resources that can be nurtured and connected to create lasting change.

Together Norfolk works specifically in King's Lynn and Great Yarmouth, supporting networks, partnerships, and place-based collaborative initiatives that help communities thrive. Through facilitation, training, research, community engagement, and partnership development, we seek to create the conditions for long-term, grassroots social transformation and stronger local connections.

As part of the Together Network, a national movement facilitated by [The Church Urban Fund](#), supporting churches and communities across England, we are passionate about enabling local people to discover their gifts, build meaningful relationships, and work together for the common good. Our vision is to see resilient, connected communities where people are empowered to participate, contribute, and flourish.

King's Lynn Neighbourhood Board

The [King's Lynn Neighbourhood Board](#) leads on the development and delivery of the Pride in Place programme in King's Lynn, as part of their work to help King's Lynn to realise its full potential. The Board is made up of representatives from local authorities, the Member of Parliament, local businesses, Business Improvement District, Queen Elizabeth Hospital, College of West Anglia, Norfolk Police and the community, bringing together diverse expertise, experience, and knowledge, and a shared passion for the town and its long-term success.

King's Lynn's Pride in Place programme is a £20 million, ten year programme aimed at revitalising the town centre, strengthening communities, and supporting long-term economic growth. It is guided by a Ten Year vision which has been shaped by extensive local community input and sets out a vision for a future where King's Lynn will be a successful town for everyone, with flourishing communities and new opportunities for people to live, work, visit and play. It will be easy to travel in to and throughout the town, in a healthy, safe, sustainable and welcoming place. There will be better facilities, things to do, and arts and culture for people of all ages which will mean we are able to achieve our town's ambitions.

About the Role

The Engagement Support Officer will support neighbourhood-based community development activity across King's Lynn; specifically in the neighbourhoods of North Lynn, South Lynn, Gaywood and Fairstead & King's Reach.

Working alongside Community Builders, local partners and residents, the Engagement Support Officer will help create the communication, administrative, engagement and evaluation systems that enable community-led action to flourish.

The Engagement Support Officer will support the practical delivery of various Forums, VCSE Hubs and wider partnership activity by coordinating communications, maintaining accurate records and databases, organising events and meetings, supporting community participation, and helping capture evidence of impact and learning.

Key activities:

- Develop and maintain communication channels that connect residents, community groups, partner organisations and stakeholders. Produce accessible, inclusive, and engaging communications including newsletters, social media content, posters, flyers, presentations and website updates.
- Publicise community events, consultations, training opportunities and local initiatives. Help ensure neighbourhood activities remain well connected to wider partnership structures. Support the sharing of local stories, achievements and opportunities across neighbourhoods. Assist Community Builders to capture stories, case studies, photographs and examples of community impact.
- Organise and administer local Community Forums, VCSE Hub meetings and partnership / network gatherings. Manage meeting arrangements and programme schedules where required. Maintain filing systems and programme documentation.
- Maintain programme databases and information systems used to monitor activity, participation and outcomes, to collate and organise data required by funders and partners. Produce reports, summaries and dashboards to support programme learning and accountability.
- Ensure accurate and timely recording of engagement activity, attendance, contacts, community assets and project outputs. Help develop systems that enable long-term tracking of community engagement, participation and emerging outcomes.
- Support the development and maintenance of neighbourhood asset maps, including records of local organisations, community groups, services, facilities, connectors and volunteers.
- Assist in identifying gaps, opportunities and emerging community priorities through information gathered across neighbourhoods.
- Support financial administration including purchase orders, invoices, expense claims and budget monitoring processes. Assist with procurement of resources and materials.
- Support recruitment, induction and training administration where required.

- Work closely with Community Builders to identify communication and engagement opportunities that strengthen neighbourhood participation.

Person Specification

- Strong Communication Skills – You will have excellent written and verbal communication skills, with an ability to communicate effectively at all levels. You will have experience producing engaging communications across a variety of formats. Your understanding of confidentiality, data protection and information governance requirements, will inform your work.
- Organisation and Administration Skills – you will pay strong attention to detail, whilst being able to manage multiple priorities and deadlines. You will organise meetings, events and administrative processes.
- Data and Information Management – You are confident using Microsoft Office and digital collaboration tools, and have experience maintaining databases, records or information systems. You are confident in collecting, organising and analysing information accurately.
- Relationship Building – You will build positive relationships with a diverse range of people and organisations. Your work will be underpinned by a commitment to inclusive and respectful community engagement. You are able to work flexibly and collaboratively within a small team.

Management

The Engagement Support Officer will be formally employed by Community Action Norfolk and line management will be provided by Together Norfolk's King's Lynn Development Worker*.

Terms of Appointment

Hours: Fulltime 37 hours per week.

Location: King's Lynn, with some travel across Norfolk for training and administrative purposes. The role requires working across various locations in King's Lynn from an administrative base in Connections at St. James' House, County Ct Rd, King's Lynn, PE30 5SY.

Contract: 4 years ending 31st August 2030

Salary: £27,017pa

The organisation is authorised to deduct per annum:

- Holiday taken in advance of accrual
Where an employee has taken annual leave in excess of their accrued entitlement at the date of termination of employment, the employer reserves the right to deduct the monetary equivalent of the excess leave taken from the employee's final salary payment.

- Recovery of training costs

Where the employer has funded significant training costs and the employee leaves employment before completing any agreed minimum service period, the employer may deduct the outstanding balance of those costs from the employee's final salary, in accordance with any applicable training agreement.

Holidays are 23 working days per annum (increasing annually to a maximum of 28), plus 8 Bank Holidays.

There is a contributory pension scheme.

Own transport is essential as is the ability to work some evenings and weekends.