

# Job Description

## FCERM Engagement Officer

Role Profile	Specialist Band I
Service/Team	Flood and Coastal Erosion Risk Management (FCERM)
Reports to	FCERM Engagement and Communications Lead Officer
Responsible for	0
Number of posts	1.0 FTE (will also consider part time)
Post number	
Career Grade	N/A

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole, East Devon and the wider South - West area working collaboratively with partner organisations, by supporting the delivery of effective, quality engagement services that help to secure positive outcomes for communities at risk of flooding and coastal erosion now and in the future as the climate changes.**

### Job Overview

This role will support the work of the FCERM Engagement and Communications lead officer in proactive stakeholder engagement communication and consultation. It will involve working collaboratively with internal and external partners across a range of organisations, as well as with local communities, in support of FCERM projects delivered by the BCP Council and East Devon District Council Shared Service as well as broader South West partner organisations. A particular focus of this role will be on inland flood risk community engagement, supporting the work of the Inland Flood Risk Management team in delivering BCP Council's duties as a Lead Local Flood Authority (LLFA). This role requires a thorough understanding of stakeholder management principles, political awareness and understanding how local governments work, as well as experience of developing community networks.

### Key Responsibilities

- Develop, implement and maintain effective engagement plans to support:
  - the overarching activities of the FCERM service, reflecting the priorities set out in the FCERM business plan.
  - large projects / programmes to support all stages of FCERM service delivery.
  - flood incident response and recovery (including flood reporting).
  - liaison with other service areas.
- Deputising for the FCERM Engagement and Comms Lead on occasion.
- Ensure wide-reaching and effective engagement and communications with internal and external stakeholders to:
  - maintain high levels of political awareness of FCERM activities.
  - deliver a positive, proactive message about the FCERM service both locally and nationally.
  - clearly convey and provide advice on the variety of complex strategies/plans and how they overlap within the FCERM service area, and with other council strategies such as Local Plan, Local Neighbourhood Plans, and Local Nature Recovery Plans.
- Establish and maintain community networks (e.g. local flood action groups / flood forums) to support two-way communication about flood risks. This will include:
  - establishing a network of community representatives and flood wardens (working with partner organisations such as the Environment Agency).

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

- building contacts with local community groups, resident associations, interest groups etc.; councillors; residents; businesses; schools/colleges; and partner organisations such as the Environment Agency and Wessex Water.
- supporting communities to develop local flood resilience plans.
- Co-ordinating responses to Freedom of Information (FOI) requests.
- Work with Corporate Communications and Commercial Marketing to develop effective communications and campaign briefs.
- Co-ordinate liaison with Corporate Communications to ensure they are supported with any corporate level FCERM information requirement such as public/media enquiries and key project updates.
- Support maintenance of the FCERM website and social media channels to support engagement and communications of the work undertaken by the FCERM service; ensuing timely, accurate and relevant information helps communities and reflects the project work we are doing.
- Co-ordinating the planning and delivery of effective stakeholder engagement and communication (with Corporate Communications) for specialist FCERM projects delivered by BCP Council, ensuring that clear and appropriate messages are provided to partner organisations and local communities are involved throughout each project, ensuring all views are considered and communities play an active role in developing and delivering solutions for managing flood and coastal erosion risks. This includes the planning and facilitation of workshops / focus groups to achieve this.
- Analyse data from stakeholders to monitor and report on the effectiveness of public engagement / consultation projects and log success / feedback / lessons learned to contribute to the development of improved policy and procedures used on subsequent projects / campaigns and / or inform continuous improvements in the FCERM service.
- Delivering high quality services, helping to share and embed best practice principles and a positive learning culture within FCERM service area with enthusiasm and commitment, supporting and coaching colleagues as necessary to ensure they are able to support effective engagement and communication efforts.
- To work in accordance with agreed policies and procedures of BCP Council.
- To comply with all decisions, policies and standing orders of BCP Council, and any relevant statutory requirements, including Equal Opportunities legislation, Health and Safety at Work Act and Data Protection Act.

### **Specific Qualifications and Experience**

- Degree level qualification in Project Management, Marketing, Communications, or another related field or equivalent experience.
- Experience in working with Communications teams to develop effective marketing and communications campaign briefs, working with and co-ordinating across multiple teams and organisations.
- Experience in the planning and delivery of effective stakeholder engagement and consultation, including workshop/focus group facilitation, to support delivery of complex projects.
- Experience of engaging and working with members of the public who have been flooded in what can be stressful situations, to help them recover from flooding.
- Demonstrable ability to understand complex strategies and communicate those to the public and stakeholders using a variety of channels in a focussed and engaging way.
- Relevant professional qualification (or equivalent experience) with clearly evidenced understanding and excellent knowledge of current industry best practice, emerging engagement and communication practices, and good broader commercial awareness.

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- Authoritative knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non-compliance) relevant to this area of work.
- Demonstrable knowledge and experience of taking a proactive approach to working in a complex and political environment, including working with partner organisations such as our various partner Councils across the South-West, New Forest District Council, the Dorset Coast Forum and the Environment Agency (or similar) on joint initiatives.
- Evidence of continual professional development.
- Good knowledge and experience in using a wide range of IT programmes relevant to the role including Outlook, Word, Excel, Publisher.

### **Personal Qualities & Attributes**

- Able to embed into broader service and learn key principles of FCERM delivery and industry sector to allow effective and accurate engagement and communications.
- Able to analyse data accurately to produce reports to inform project decisions / service delivery improvements.
- Able to develop highly effective partnerships to achieve collective objectives and help to overcome any barriers to joint working.
- Able to effectively plan, organise and prioritise workload in an environment of regularly changing demands and deadlines, and manage competing demands effectively.
- Excellent interpersonal and oral and written communication skills and ability to present information in a focussed way.

### **Job Requirements**

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- Must be willing to work occasional evenings and weekends to facilitate FCERM engagement events.

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