

# Job Description and Person Specification

## Activities and Community Officer (West Norwood Cemetery)

A Lambeth to be proud of



<b>Job Title:</b>	Activities and Community Officer (West Norwood Cemetery)
<b>Department:</b>	Resident and Enabling Services
<b>Division:</b>	Resident and Commercial Services
<b>Grade:</b>	PO1
<b>Reports to:</b>	Venues Manager
<b>Responsible for:</b>	n/a

## Context

West Norwood Cemetery is one of the Magnificent Seven Victorian cemeteries circling London and has recently benefitted from over £7m of investment from the National Lottery Heritage Fund and Lambeth Council. One of the core roles funded through the project is the Activities and Community Officer. This post has existed through the project, and we are now in delivery post-completion.

## Job Purpose

The Activities and Community Officer will be responsible for managing the onsite activities, audience growth, training and volunteer plans and associated strategies for the legacy delivery of the National Lottery Heritage Fund project at West Norwood Cemetery.

The post holder will be the lead officer for volunteering activity within the cemetery as well as planning and delivering a programme of events and activities, and the role will involve close liaison with the Friends of West Norwood Cemetery, as well as other key stakeholders to deliver the action plans prepared during the project development and an annual Activities Plan.

The Activities and Community Officer will also play a key role in the running of the new Visitor Centre and refurbished St Stephen's Chapel. The post holder will develop the Visitor Centre and St Stephen's Chapel as sustainable community resources that contribute to the realisation of the full heritage potential of the cemetery; and will also develop a volunteer strategy to build a team of volunteers to support this initiative.

The post holder will be responsible for delivering the project outcomes within existing council policy and adhere to the most current and relevant legislation.

## Responsibilities

1. Undertake, develop and manage all events and activities falling under the umbrella of the NLHF programme.
2. Lead in working with the local community, other Council services and any other public or private stakeholder in the development of new events and small-scale projects that will encourage increased public usage and enhance the positive image of the cemetery.

3. Develop and maintain a coherent strategic plan that will allow the successful undertaking of events and community projects at the site.
4. Produce promotional material and publicity regarding events and projects to encourage increased attendance and usage of its facilities, including the use of social media and web content. In general, keep the project website up to date.
5. Develop and maintain an Action Plan that will allow the successful development of training and volunteering opportunities at the site.
6. Co-ordinate, provide training and manage volunteering schemes in line with the aims of the strategic plan and in conjunction with local partners.
7. Develop methods for monitoring and evaluating all events and projects; and ensure that such monitoring and evaluation is undertaken in agreement with post holder's line manager and within NLHF guidelines.
8. Compile and draft reports, update and supply information and statistics regarding the service and activities in the cemetery.
9. Contribute information to community-led fundraising activities for specific projects currently identified and new projects as they may arise from time to time.

## **Contacts**

1. Develop a proactive and positive relationship with stakeholder groups, including the Friends of West Norwood Cemetery, Norwood Forum and other community organisations concerned with the Cemetery.
2. Engage with the wider community organisations and institutions of West Norwood to link the activities in the cemetery to local regeneration activities and initiatives, organisations, as well as with the police, through attending public meetings and events.
3. Represent the cemetery and Lambeth in dealings with the general public, external bodies and partnership agencies or internally such as Area committees, Community Safety Forums and Area town delivery Partnership groups.
4. Promote safe public use of the cemetery in line with the Cemetery Regulations.

## **Finance**

1. Manage the budget identified for the delivery of all action plans described.
2. Seek additional funding where possible to ensure the continued delivery and sustainability of activities initiated by the project.
3. Provide financial information as required.

## **Other**

1. Work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary, cross-department and cross-organisational groups and task teams. Occasional evening and weekend working will be required. Undertake other duties commensurate to the grade of the post.
2. Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others: Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality

Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.

3. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

## PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Key Knowledge</b>	K1	Knowledge of event and project management including planning, implementing, and monitoring programmes from inception to completion.	✓A
	K2	Knowledge of consultation methods with internal staff, external partners and stakeholder groups to develop agreed action plans for local improvements, while maintaining successful working relationships.	
<b>Relevant Experience</b>	E1	Experience in the delivery of community-based events and/or experience in the development and delivery of education programmes.	✓A
	E2	Experience in the recruitment, training and management of volunteers and the delivery of volunteer schemes, with a proven track record of increasing numbers of volunteer staff within a volunteering scheme.	

## CORE VALUES AND BEHAVIOURS

# Equity behaviours



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- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.

# Kindness behaviours



One Lambeth  
CONNECTED BY PURPOSE

- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

# Accountability behaviours



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# Ambition behaviours



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- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.