

## FLOOD ENGAGEMENT OFFICER

<b>Number of jobs</b>	1
<b>Region</b>	West Midlands,
<b>City/Town</b>	Shropshire/Worcestershire/Staffordshire and Black Country
<b>Post Type</b>	Permanent
<b>Working Pattern</b>	Full Time – 37.5 hours per week.
<b>Role Type</b>	Operational delivery
<b>Salary Range</b>	£19,000 – £25,000
<b>Security checks</b>	DBS check required

### **Contact and additional information**

- This position is Home based and it will be necessary to work throughout the West Midlands
- A full driving licence and access to a car is essential for the role
- The role will involve evening and occasional weekend work

### **Job description**

The role we are seeking helps communities to work in partnership with flood risk management agencies to better manage flooding and its impacts in their area. This will involve working with communities at flood risk and agencies using methodologies developed by the National Flood Forum and used successfully around the country.

We are seeking someone warm and approachable, who will be required to work in Shropshire, Staffordshire, the Black Country, Worcestershire and potentially other areas in England & Wales. You will need to be able to engage appropriately and effectively with grass root communities at risk of flooding, as well as professional organisations and have proven project management skills.

Day to day you will work directly with members of the public in communities and liaise closely with external organisations.

### **Co-workers**

The National Flood Forum team is small, intimate and extremely supportive of one another. Officers work in projects across the country but speak and meet on a regular basis. Training and experience is gained alongside these officers in their areas.

### **Experience and skills required**

You will need to:

- Have experience & excellent written and verbal communication skills.
- Be highly organised, flexible, able to self-manage and prioritise workloads.
- Have experience of managing projects and writing formal reports
- Have patience, understanding and exceptional listening skills
- Be confident at engaging with all kinds of people over the phone, through virtual meetings and in person and be able to adapt your behaviour to different situations and people

## **Competencies required**

### **Competence 1 - Communication**

Communicates Effectively – Communicates clearly and effectively with a wide range of people, including communities and professional partners, taking account of the audience and their needs

Description - Listens and questions to understand. Works to facilitate and support the community's perspective.

Competence - *Shows commitment to putting the public & client first and takes pride in delivering a consistently high quality service. Demonstrates active listening skills and tact in working with the public and professional partners.*

### **Competence 2 - Delivery**

Delivering projects - Focuses on results, organises and prioritises for effectiveness, develops and delivers on plans.

Description – Manages projects effectively and writes reports efficiently and to a professional standard

Competence - *Organises and delivers tasks effectively. Produces comprehensive and well written reports, evaluations and statistics*

Competence - *Results focused; delivers on the targets for the project, continually monitors performance and takes corrective action where necessary*

### **Competence 3 – Team working**

Managing self - Works co-operatively and flexibly with other members of the team towards common goals.

Description - Has full awareness of own strengths, weaknesses. Effectively organises self and takes personal responsibility for own role in the National Flood Forum

Competence - *Understands and recognises own role within the team. Works effectively with team members to deliver results*

Competence - *Understands the charitable objectives of the National Flood Forum*

**For further details about the role or informal discussion please contact Sanjay Johal [Sanjay.johal@floodforum.org.uk](mailto:Sanjay.johal@floodforum.org.uk) or 01299 403055**

**To apply** - Please send a CV (maximum 2 sides) and supporting statement (maximum 1 sides) demonstrating how you meet the requirements. Please tell us how you heard about this position on your application.

Send to Jean Timmins, - [jean.timmins@floodforum.org.uk](mailto:jean.timmins@floodforum.org.uk) or post: National Flood Forum, PO Box 7643, Bewdley, Worcestershire, DY12 9BL

**Closing Date: Monday 4th October 2021 at 09.00 hours. Interviews will be held during the week commencing 11<sup>th</sup> October 2021**

## The National Flood Forum Equal Opportunities Monitoring Form

The National Flood Forum believes in equal opportunities.

We want to make sure that we are an equal opportunities employer in practice, which is why we want to monitor our recruitment procedures. We will separate this part of the form from the rest of the application. It will not form part of the selection process.

Please tick the appropriate boxes:

1. Gender

Male  Female  Prefer not to say

If you are undergoing the process of gender reassignment, please tick the box that applies to your future gender.

2. What age group do you belong to?

18-25  26-35  36-45  46-55  Over 55  Prefer not to say

3. Do you consider that you have a disability?

Yes  No  Prefer not to say

4. Do you have a disability as defined by the Disability Discrimination Act?

Yes  No  Don't know  Prefer not to say

5. Do you consider that you have a long-term health problem?

Yes  No  Prefer not to say

6. How would you describe your religion or belief?

My religion or belief is \_\_\_\_\_

I have no religion or belief  Prefer not to say

7. How would you describe your nationality?

British  English  Scottish  
 Welsh  Irish

Other (please describe) \_\_\_\_\_

8. How would you describe your ethnic origin?

White/Mixed

White  White and Black  
Caribbean

White and Black  
African

White and Asian

Any other Mixed background (please describe)

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Asian

Indian

Pakistani

Bangladeshi

Any other Asian background (please describe)

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Black

Caribbean

African

Any other Black background (please describe)

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Chinese

Chinese

Any other ethnic group/background, please describe

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Prefer not to say

Thank you for your help.