

Job Title: Community Engagement Manager

Region	West Midlands
Post Type	Permanent
Working Pattern	Full time – 37.5 hours per week.
Salary	£35,000 per annum pro rata
Pension	The Company operates an auto enrolment pension scheme
Annual Leave	30 days per year including statutory and public holidays pro rata
Security checks	DBS check required

Additional Information

- This position is home-based but with extensive travel within the Midlands region and can involve travel across England and Wales.
- A full driving license and access to a car is essential for the role.
- The role requires time flexibility including evening and occasional weekend work.
- DBS checks and references will be obtained.

The Role

This is a key role in acting as a delivery partner on our projects, working on streams of community work across the Midlands, and within the staff team.

Responsibilities

- **Projects and Workstreams:** Overseeing and ensuring outstanding delivery on multiple community projects through Flood Action Groups and Multi-Agency Meetings. Support and manage data collection that meets the aims of each project.
- **Community Engagement:** Engage and empower flooded and at-risk communities, supporting and representing them and pushing for the best outcomes. Being ambitious on their behalf and advocating for change.
- **Report Writing:** Ensure reports are on time and are to depth and quality required.
- **Staff Training:** Support staff and training manager to ensure comprehensive and appropriate training takes place to ensure continuous professional development.
- **Team Management:** Line manage staff, fostering a collaborative and productive environment. Modelling behaviours and driving forward team development.
- **Stakeholder Relationships:** Manage and develop key stakeholder relationships, ensuring strong partnerships and leading on communications.
- **Political and Fundraising Support:** Provide data, case studies, and research to support political influencing and fundraising activities. Contribute to and attend policy, political and strategic meetings. Support fundraising activities through providing data and information.
- **Income:** Identify future income opportunities, sharing information and building relationships for new projects or new income streams with Senior Management Team.
- **Support Senior Management Team** proactive role to support to deliver NFF objectives.

Day-to-Day Activities

- You will manage and support Flood Engagement Officers to deliver their projects and work streams and managing development pathways for team members.
- Liaise and develop relationships with stakeholders to ensure smooth operational and community engagement activities.
- Support Senior Management Team to build income streams and develop new activity. Working to develop, support and deliver NFF strategy
- Providing information and case studies for communications and advocacy work
- You will be acting as the main contact for projects and agreed activities.

Skills & Knowledge

- **Communication:** Excellent written and verbal communication skills.
- **Listening:** Outstanding listening skills to understand community needs.
- **Stakeholder Management:** Expertise in partnership working and managing stakeholders.
- **Empathy:** Ability to empathise with flooded individuals and communities.
- **Organisation:** Highly organised, flexible, and capable of senior leadership.
- **Line and Team Management:** Experience in managing teams and projects.
- **Collaboration:** Team player with a solution-focused mindset.
- **Experience:** Project delivery and support

How This Role Contributes to Our Strategy

- **Community Support:** Empowering and supporting communities.
- **Partnerships:** Developing strong relationships with partner organisations.
- **Income Generation:** Supporting income streams via projects and opportunities.
- **Collaboration:** Fostering a collaborative approach within the organisation.

About us

The National Flood Forum (NFF) is the only independent national charity dedicated to supporting and representing people at risk of flooding. Established in 2002 by those affected by flooding, we passionately put people at the heart of flood risk management. Our goal is to empower individuals and communities to recover from flooding and get the best possible outcomes. We put people first. We act as an honest, trustworthy and independent broker on behalf of flooded people.

We work across four key areas:

- Providing information via our helpline and website
- Recovery Services in flooded areas
- Flood Action Groups
- Policy and Advocacy

With over 300 Flood Action Groups across England and Wales and handling more than 1000 calls annually through our helpline, NFF plays a crucial role in supporting and representing flood-affected and at-risk communities. We collaborate closely with flood risk management agencies, local authorities, and government bodies. We also aspire to a collaborative, supportive, and solution-focused environment for our staff.

Closing Date – Sunday 26th October 2025 - Midnight

We especially welcome applications from people with flood sector experience, or who are flooded people themselves.

To apply for this role -

- Please send a CV (maximum 2 sides)
- A supporting statement (maximum 2 sides) demonstrating how you meet the requirements.
- Please complete the equal opportunities form via this link <https://forms.gle/azbqv3yT54JwcsW59>

Send to Jean Timmins, jean.timmins@floodforum.org.uk