

Job Description & Person Specification

Job title	Community Engagement Manager – Fixed Term 12 months (ref CEM001)
Reports to	Group Fitness and Wellbeing Manager
Location	Head Office, with travel required
Salary	£28,069 per annum (full time equivalent)
Hours	18.5 hours per week

About LED Community Leisure

LED Community Leisure is a registered charity and a community benefit society. With over 15,000 members across 16 sites, we offer a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset in the sectors of indoor and outdoor sports, swimming, exercise and health, children's play schemes, educational programmes, sporting and cultural events and the performing arts.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd and was established to undertake trading on a commercial footing raising funds for the parent charity. The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

Our Vision & Values

Our Vision: To be the community leisure provider of choice

Our Values:

- Opportunities We will provide enjoyable, active, healthy & enriching opportunities that are inclusive to all members of our community.
- Our Customers We will work with our customers to continuously improve our service, facilities & activities.
- Our Team We will empower and invest in our team to meet customer and business needs.
- Sustainability We will work with all stakeholders to ensure business and environmental sustainability.

Job purpose

To develop the range and quality of active, healthy and cultural opportunities both in and beyond the facilities and communities served by LED.

To achieve agreed development, attendance and financial targets whilst adhering to the principles of the LED Values.

Key responsibilities

1. Community Activities Programme

Manage the LED programme of community activities to achieve desired outcomes, including the following general responsibilities:

- Recruit, manage and develop appropriate teams of staff and volunteers to ensure that activity programmes are delivered safely and to a high standard. Ensure that:
 - All appointments are made based around the delivery of the LED Values
 - A consistent recruitment approach is adopted across all LED activities
- Monitor performance to ensure that appropriate development and financial targets are met, including those of external partners and/or grant providers.

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- (c) Liaise with external partners (e.g. Sport England, Active Partnerships, NHS Trusts, Public Health, Healthy Lifestyle Teams, NGB's etc) to support partner events and achieve delivery.
- (d) Co-ordinate delivery of sport development projects eg informal sports, satellite clubs, active mums, Sport England local delivery pilot etc in conjunction with the relevant partners.
- (e) Raise awareness of LED in the community through activities and projects, promoting LED facilities and memberships to wider audiences in conjunction with the Marketing Communications Manager and Marketing Assistant.
- (f) Attend and support opportunities such as health and wellness events in liaison with the Group Fitness and Wellbeing Manager and the Insight and Development Manager, including external funding opportunities.
- (g) Work in conjunction with the Insight and Development Manager on Sports and Community bids for project funding.
- (h) Liaise with internal partners (e.g. facility management teams, Membership Advisers) to maximise the organisational benefits of the LED community programmes.
- (i) Link suitable community' activities to LED centres where relevant to support facility innovation.
- (j) Co-ordinate delivery of the Connecting Actively to Nature (CAN) project in conjunction with the CAN Development lead representative.

2. Health & Fitness Development

- (a) Work in conjunction with Insight and Development Manager on Wellbeing/Fitness in the Community bids for project funding.
- (b) Co-ordinate delivery of health development projects e.g. CAN, Walking for Health, Force in conjunction with Group Fitness and Wellbeing Manager and Health Referral Specialist.

3. Management, Monitoring and Reporting

- (a) Ensure that all activities are fully costed and budgeted, with pre-determined outcomes/KPIs. Activities should be self-funded, including overheads such the CEM, through revenue and/or grants, with any LED contribution agreed by EMT/Board.
- (b) Attend SMT (Senior Management Team) and Board/sub-committee meetings to report key achievements and activities as required.
- (c) Provide EMT and Management Team (Innovation Group) with a monthly summary of activities and projects, including KPIs, in liaison with the Group Fitness & Wellbeing Manager.
- (d) Attend the Health & Communities Working Party.
- (e) Provide quarterly and annual community activities and results/KPIs reports to EMT and SMT including:
 - Programme attendances
 - Financial performance against budget
 - Sustainability and Learning outcomes
 - Social Value (including health impact)
 - Lead generation for LED Membership Advisers

4. Have an agreed plan to improve personal skills and knowledge to achieve the job purpose.

- (a) Maintain up to date knowledge of trends within the Health, Sports and Event management sectors. This would include community activities, sports development, Social Value, wellness and healthy living developments.
- (b) Attend relevant local, regional and national meetings and conferences to stay abreast of current and future developments and opportunities.

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Essential Skills and Qualifications

- Minimum 2 years' community development (Health, Sports & Events) experience.
- Experience in managing teams of casual instructors and or volunteers.
- Friendly, enthusiastic and positive attitude.
- Strong knowledge of trends within the Leisure, Health, Sports & Event Management Industries.
- Driving license and access to vehicle.

Desirable Skills

- Educated to Degree. HND or NVQ Level 4 in relevant discipline.
- Experience in financial management & performance driven results.

All employees have the following activities included in their job descriptions;

- Support and promote LED's 'Vision and Values', leading by example.
- Contribute to reports for Trustees, EMT and partner working groups to consider issues relating to LED.
- Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.
- Support EMT in ensuring LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.
- Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.
- Act as an ambassador for LED.
- Attend meetings as required during working hours, or with a minimum of 24 hours' notice for out of hour's meetings.
- Comply with LED's Constitution, policies and procedures.
- Perform any other relevant activities, commensurate with the grading of the post, as required by your Manager.