



**Community**

**Development Officer**

**Recruitment Pack**



## Note from our CEO



Thank you for your interest in joining the HEY Smile Foundation. We're delighted that you're considering becoming part of a team that's passionate about making a real and lasting difference in communities across the region.

At Smile, we exist to support and strengthen the incredible voluntary, community, and social enterprise (VCSE) sector that forms the backbone of local life. Our role is to work alongside community leaders, volunteers, and organisations of all sizes—helping them to thrive, grow, and deliver lasting impact. Whether it's through capacity-building, governance support, strategic partnerships, or investment in grassroots ideas, we're here to amplify the work of those already doing brilliant things.

We don't deliver services for communities, we work with them. Our team believes that sustainable change happens when people are empowered to lead that change themselves, and that belief runs through everything we do. From supporting community buildings and local networks to helping deliver major health and wellbeing programmes, we focus on collaboration, trust, and meaningful relationships.

We're proud to be a values-led organisation. We are impact driven, ensuring that everything we do delivers meaningful outcomes. We believe in the power of collaboration, working in partnership to strengthen community voices. We act with generosity, sharing our time, resources, and knowledge freely. And above all, we operate with integrity, always putting communities first and doing what we say we will.

If you're someone who shares these values and wants to play a role in supporting stronger, more connected communities, we'd love to hear from you. This isn't just a job it's an opportunity to help shape the future of the places we care about most.

**Jamie Lewis**  
CEO



# Job

## purpose

The purpose of our Community Development Officer is to empower individuals, groups, and communities to bring about social change and improve their quality of life by actively engaging them in identifying local needs, developing solutions, and building sustainable initiatives.

This role involves working collaboratively with people from diverse backgrounds to strengthen community capacity, reduce inequalities, and foster inclusive participation in decision-making processes.

Community Development Officers act as facilitators and advocates, building trust and relationships within communities while connecting them to resources, services, and opportunities that enhance wellbeing, resilience, and social cohesion.

They play a pivotal role in supporting voluntary and community sector organisations, enabling grassroots initiatives, and promoting partnership working between communities and statutory or funding bodies. With a deep understanding of local contexts and the challenges communities face, they help co-produce meaningful change through asset-based approaches, community organising, training, and capacity-building.

Ultimately, the role is about nurturing strong, connected, and empowered communities that are able to take collective action to influence the systems and structures that affect their lives.



# What you'll get from us

**Salary:**

£27,000 pa

**Location:**

This role will be working across the East Riding and Hull, and the base can be negotiated.

**Holiday:**

27 days, which includes a gifted birthday day and a wellbeing day

**Additional:**

- Excellent support and supervision from your line manager
- Cash health benefit provided by Medicash
- Access to events and socials
- Beautiful work environment
- Flexible working
- Access to charity worker Discount
- Opportunity for staff development
- Access to refreshments - we like a good cuppa!



# Personal Specification

- **Excellent Communication Skills:** Able to communicate effectively with a wide range of individuals and groups, both verbally and in writing, including presenting ideas clearly and facilitating group discussions.
- **Strong Interpersonal Skills:** Able to build and maintain positive, trusting relationships with community members, colleagues, and partner organisations, showing empathy, respect, and cultural sensitivity.
- **Experience in Community Engagement:** Proven ability to work directly with communities to identify needs, encourage participation, and co-produce solutions that lead to meaningful and sustainable change.
- **Knowledge of the Voluntary, Community, and Social Enterprise (VCSE) Sector:** A clear understanding of the role, challenges, and strengths of community and voluntary organisations, particularly within a UK context.
- **Project Management Abilities:** Capable of planning, delivering, and evaluating community-based projects or initiatives, often managing multiple priorities within tight deadlines and budgets.
- **Problem-Solving and Initiative:** Demonstrates creativity, adaptability, and a proactive approach to identifying issues and developing practical, community-led solutions.
- **Facilitation and Group Work Skills:** Confident in delivering workshops, training sessions, or meetings that encourage participation, collaboration, and capacity-building.
- **Understanding of Equality, Diversity, and Inclusion:** Committed to promoting inclusive practice and addressing barriers that prevent participation, especially among marginalised groups.
- **Commitment to Empowerment and Asset-Based Approaches:** Believes in building on the strengths and assets of individuals and communities to foster independence, resilience, and shared leadership.
- **Flexibility and Willingness to Work in Community Settings:** Comfortable working outside standard office hours when needed, and able to travel to various local venues and community spaces.
- **Administration and record keeping:** Ability to undertake reviews, case studies and excellent record keeping that supports to work we do.

# Who are we looking for?

We are looking for a passionate and purpose-driven individual who is inspired by the opportunity to make a real and lasting difference in communities. You will be someone who embodies our core values of being impact driven, working in collaboration, showing generosity, and acting with integrity in all that you do.

You will be motivated by making a tangible difference in people's lives, with a strong focus on achieving meaningful outcomes rather than just outputs. Being impact driven means you'll bring energy, creativity, and commitment to every project, ensuring that the work you lead and support genuinely addresses community needs and contributes to long-term positive change. You'll be able to measure success not only in numbers but in stories, relationships, and strengthened community capacity.

Collaboration is at the heart of everything we do, and we are looking for someone who values partnership, taking part, and shared learning. You will understand that no one works in isolation and that the best results come from working alongside neighbourhoods, colleagues, and partner organisations. You will be a natural relationship-builder who listens deeply, respects different voices, and sees co-production as essential to good community development.

Our value of kindness speaks to the spirit we bring to our work: giving time, sharing knowledge, and going the extra mile to support others. You will be someone who is warm, approachable, and willing to invest in the success of others, whether that's supporting a small voluntary group to thrive, mentoring a local leader, or contributing ideas to strengthen your team. You will believe in abundance over scarcity and be generous with encouragement, expertise, and empathy.

Finally, honesty underpins the trust that neighbourhoods place in us, and we are looking for someone who is honest, ethical, and accountable. You will lead by example, following through on commitments, being transparent in your work, and always acting in the best interests of the neighbourhoods you serve. You will be someone who respects privacy, champions fairness, and holds yourself and others to high standards.

If you are a person who lives these values and wants to be part of a team that is committed to building stronger, more resilient neighbourhoods, we would love to hear from you.



# Main Duties

## and Responsibilities

### **Engage and Support Local Communities**

Develop strong relationships with individuals, groups, and communities to identify local strengths, needs, and priorities. Facilitate inclusive engagement activities that encourage participation, build trust, and empower residents to take collective action.

### **Design and Deliver Community-Led Projects**

Plan, implement, and evaluate community development initiatives that are co-produced with local stakeholders. Ensure projects are responsive, outcomes-focused, and aligned with both community aspirations and organisational goals.

### **Build Capacity within the Voluntary and Community Sector**

Support the development of local community groups and organisations by providing advice, training, and resources on governance, funding, volunteering, and partnership working. Help strengthen the sustainability and effectiveness of grassroots efforts.

### **Promote Partnership Working and Collaboration**

Facilitate connections between communities, statutory services, VCSE organisations, and other partners. Champion cross-sector collaboration to ensure joined-up approaches and shared ownership of local solutions.

### **Monitor, Evaluate, and Report on Impact**

Collect and analyse data, stories, and feedback to demonstrate the impact of community development work. Contribute to monitoring reports, case studies, and funding submissions that reflect the voices and experiences of communities.

### **Champion Inclusion, Equity, and Asset-Based Approaches**

Ensure that community development practices are inclusive, equitable, and build on the strengths and assets already present in communities. Actively work to reduce barriers to participation and ensure marginalised voices are heard and valued.

### **Secure and Manage Funding Opportunities**

Identify potential sources of funding and support community groups to develop strong funding bids. Where appropriate, lead or contribute to funding applications, and manage project budgets responsibly to ensure financial accountability and sustainability.

### **Promote the Organisation's Values and Vision**

Act as an ambassador for the organisation, modelling its values of impact, collaboration, generosity, and integrity in all aspects of your work. Represent the organisation at meetings, events, and networks, building a positive reputation and contributing to strategic goals.

# General

- To keep abreast of and ensure compliance with all necessary regulations and legal requirements, including health and safety, equal opportunities, safeguarding and working with vulnerable groups;
- To remain up-to-date with developments in relevant sectors to ensure the charity continues to offer the highest quality support to our service users;
- To undertake any task that may be requested from time to time that is consistent with the nature and scope of this post.
- To provide cover of delivery in other areas of the charity when needed;
- To conduct risk assessments as and when required.
- Any other job-related duties as assigned

---

Although core duties of the post are set out above, a flexible approach to work is essential. The post holder may be required to adapt the above duties to take account of changes in work practices and to ensure compliance with all necessary regulations and legal requirements; and to undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.





# Safer

# Recruitment

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of children and adults at risk.

Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults.

The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

## Our principles:

- We will always seek to recruit the best candidate for the role based on merit, including their skills, experience, motivation and competencies. Our robust recruitment and selection process should ensure the identification of the person best suited to the role and the organisation.
- We are committed to diversity and equality of opportunity and will interview all applicants (internal and external) who self-declare at application as having a disability, and who meet the minimum requirements in the person specification of the vacancy they are applying for.
- We will make reasonable adjustments at all stages of the recruitment process in order to enable successful candidates who declare disabilities to start working or volunteering with us.
- Any current member of staff, volunteer or client who wishes to apply for vacancies and is suitably qualified will be considered and addressed fairly and objectively based on their merit.
- As an organisation committed to safeguarding, we will ensure all under 18s joining the organisation have ongoing risk assessments to make sure their role and activities are safe and appropriate.
- All documentation relating to candidates will be treated confidentially in accordance with GDPR legislation.

**Address:** HEY Smile Foundation, C/O Gosschalks,  
61 Queens Gardens, Dock Street, Hull, HU1 3AE

**Telephone:** 01482 590270

**Email:** [hello@heysmilefoundation.org](mailto:hello@heysmilefoundation.org)



HEY Smile Foundation, a company limited by guarantee.  
Registered in England and Wales.  
Charity number: 1125856 | Company number: 06455490

