

Community Engagement Manager

Employer:	East West Railway Company
Location:	London at first, moving to Milton Keynes in August/September 2020
Basis:	Permanent
Role Summary:	To establish and develop a community engagement services model as part of the wider strategic development of community initiatives across their designated area of responsibility.
Team dimensions:	Reporting directly to the Head of External Affairs

A little bit about us:

East West Rail is a new direct connection, linking communities between Oxford and Cambridge, including Bicester, Milton Keynes and Bedford by rail.

Oxford, Cambridge and the communities in between are renowned for their vibrant economy, educational excellence and scientific innovation. They deliver growth and prosperity both locally and for the whole country; connecting these two cities and the communities in between is crucial to the social and economic future of the region.

East West Railway Company was set up to accelerate the delivery of the East West Rail infrastructure and passenger services, bringing faster journey times and easing pressure on local roads.

We were set up by the Secretary of State for Transport in 2017 to do things differently. We aim to innovate, positively disrupt, and challenge the status-quo, leading to quicker and more cost-effective project delivery, and an improved experience for passengers and the communities we serve.

As we build our team, we're looking for people with the right skills and mindset so that we can innovate, positively disrupt and set new industry standards. Whether you've been working on some of the world's most exciting rail and infrastructure projects or can inspire us with your ideas and expertise from other sectors, we want to hear from you.

Responsibilities and accountabilities

- To provide leadership, management and clear direction in the delivery of community engagement for and across the East West Rail route between Oxford and Cambridge
- To create and deliver strategic activity with individuals and community groups which supports EWR Co's vision for infrastructure delivery and creates meaningful opportunity for communities to participate in the development of their new railway
- To establish and develop new, sustainable strategic partnerships at a local level to increase local engagement and engrain East West Rail into local communities and maximising the benefit it brings.
- To develop innovative ways of working in the community through digital transformation and the use of technology, including the ownership, development and maintenance of a "Community Hub" on the EWR Co website
- To develop effective internal relationships with colleagues in EWR Co and partner organisations to ensure public sentiment is properly understood and circulated within project teams
- To support and develop new innovative programmes in areas such as social enterprise and employment, volunteering and education
- To ensure the provision and maintenance of high quality, activity which promotes East West Rail
- To promote the EWR Co's brand and raise its profile
- To develop appropriate systems for recording and clearly demonstrating outcomes, impact and reach of the community engagement activity
- To operate within the financial constraints within the services and be ultimately responsible for the management of the community engagement budget(s)
- To comply with the implementation of EWR's complaints, grievance and disciplinary policies and procedures
- To comply with all health and safety policies and procedures
- To comply with EWR and any local safeguarding policies and procedures
- To adhere to policies and procedures in relation to confidentiality and data protection
- To undertake additional responsibilities as requested by your line manager
- To undertake any other reasonable duties requested.

Team dimensions

- You will be reporting to the Head of External Affairs and be a part of the wider External Communications team
- Given the early stage of the project, it is likely that the nature of the role may evolve as the project progresses. It is also possible that other ad-hoc activities and duties may be required.

Experience and skills

- Have experience of managing a range of community-based services / projects
- Experience of working with a diverse range of stakeholders and insight into how we should be responding through community engagement activity
- Exposure of managing budgets and operating within financial constraints
- To have experience of strategic partnership working
- To demonstrate a commitment to EWR's ethos and values
- To have excellent interpersonal, able to communicate effectively with people at all levels and team working skills at all levels;
- To have excellent verbal and written communication skills in English and a sound level of numeracy
- To have well developed IT skills in standard Microsoft packages, and demonstrable ability to run and maintain an online "Community Hub"
- Able to work under own initiative within role boundaries and as an effective team member being able to prioritise own and team's workload, delegating work and prioritising activities as required
- Able to work unsupervised, and to use initiative
- To be discreet and able to maintain confidentiality

What we offer:

- Competitive base salary
- Up to 20% bonus based on individual and company performance
- Up to 12% employer's pension contribution
- 33 days holiday a year (including bank holidays) + up to 5 days to buy
- Life insurance
- Employee Assistance Programme
- Perks platform with hundreds of discounts and freebies
- On-the-spot and annual awards
- Advanced learning and development programmes
- Great work-life balance and flexible working opportunities
- Enhanced family-friendly policies
- Exceptional IT tools

Join the team!

Please send your resume and a covering letter explaining why you are interested in the role and meet the above experience requirements to: recruitment@eastwestrail.co.uk