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Nature Towns and Cities **LONDON BOROUGH OF LEWISHAM**

JOB DESCRIPTION

Designation:	Project Engagement Officer Nature Towns and Cities Fund (NLHF)	Grade:	PO1
Reports to (Designation):	Project Manager – Nature Towns and Cities Fund (NLHF)	Grade:	PO3
Directorate:	Chief Executive's	Section:	Communications and Engagement

Main Purpose of the job:

As the Project Engagement Officer you lead inclusive, on-the-ground community engagement for Lewisham's Nature Towns & Cities (Nature Neighbourhoods) project, empowering residents to actively participate in nature and heritage activities. The role involves coordinating volunteer Community Champions, delivering accessible events and workshops, and working in partnership with local residents, schools, and organisations to increase engagement across Lewisham's diverse communities. The Project Engagement Officer will ensure that all activities reflect the project's goals of enhancing biodiversity, connecting green and blue spaces, and celebrating cultural heritage. This post is funded by the National Lottery Heritage Fund and will play a vital role in capturing community input and fostering long-term stewardship of parks, contributing directly to the development of Lewisham's new Parks and Open Spaces Strategy.

Personal responsibilities and duties are:

A - Community Outreach & Participation

Deliver the project's engagement plan by working directly with residents, schools, tenant associations, and local groups.

Focus outreach in priority areas (e.g. social housing estates), adapting methods to suit cultural, linguistic, and accessibility needs.

Build long-term relationships and trust through consistent presence and responsive engagement.

To market these activities appropriately to range of different audiences. To use social media effectively to engage new audiences in Lewisham's Open Space and the NTC project.

B - Volunteer & Community Champion Leadership

Recruit, train, and support a diverse network of Community Champions and volunteers. Ensure that works are carried out safely and effectively and encourage volunteers to take up further training opportunities.

To plan, schedule and publicise a broad range of activities and volunteering opportunities within the Lewisham's Open Spaces. To organise and where appropriate, to lead these events.

Coordinate their activities, provide mentorship, and develop an accessible stewardship toolkit.

Celebrate contributions and foster a rewarding volunteer experience to ensure sustained involvement.

C - Events & Workshops

Plan and deliver inclusive events such as nature walks, habitat gardening, cultural heritage celebrations, and Citizen Science projects.

Facilitate co-creation workshops to gather community input for the Parks and Open Spaces Strategy.

Ensure events are safe, accessible, and well-publicised, with adjustments for different abilities and languages.

To carry out thorough risk assessments for activities and events and ensure health & safety regulations are adhered to.

D - Partner Liaison & Collaboration

Work closely with partners including Glendale, Phoenix Housing, Lewisham Homes, schools, youth clubs, and Friends Groups.

Coordinate joint activities such as estate greening, school nature workshops, and community gardening days.

Maintain clear communication and integrate partner feedback into project delivery.

Assist the Project Manager with keeping the stakeholders of the Project well informed about the project and positively engaged in it. Ensure their views are into account, and their ownership of the Project is fostered and grows overtime.

E – Finance

To manage small budgets for events and activities, keeping to agreed spend, and ensuring value for money.

Help develop and administer the Community Grant Fund for local groups who wish to run creative engagement activities.

F - Monitoring & Evaluation

Track participation metrics, volunteer hours, and demographics.

Contribute to progress reports and compile an end-of-project evaluation on community engagement impact.

Use data to refine outreach methods and ensure effectiveness in reaching priority groups.

Support the drafting of strategy sections and reports that reflect community perspectives.

Support the Project Manager with administrative tasks and NLHF reporting.

G - Communications & Promotion

To work with the Project Manager and Lewisham Communications Team to ensure residents and partners are engaged with the NTC Project. Work to promote activities and opportunities related to the project.

To engage communities who are not accessing Lewisham's Open Spaces and to develop ways to overcome the barriers they face, whether through events and activities and marketing.

Use varied channels to reach new audiences and highlight community success stories.

Serve as a public-facing representative, responding to enquiries professionally and promptly.

H - Equal Opportunities & Inclusion

Champion inclusive practices across all engagement activities.

Identify and address barriers to participation, ensuring all residents feel welcome and valued.

Promote diversity and challenge discrimination in all aspects of the role.

I - Other Duties

Undertake additional tasks as required, including cross-project collaboration, training, and supporting project wrap-up.

To develop sound working relationships with officers within the division, across the Directorate and the Council and with members as required.

Internal Contacts: These include officers from all directorates, Ward Members.

External Contacts: National Lottery Heritage Fund, Key Stakeholders, Glendale, Local Interest Groups

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

A driving licence is required for this role.

Location

The post will have an office base in Laurence House, Catford, but many of the posts duties will be carried out in the Lewisham's Open Spaces and with the parks service based at Wearside Service Centre, Ladywell

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title: Project Engagement Officer (Nature Towns and Cities)

Number of partially managed staff: 0

PERSON SPECIFICATION

JOB TITLE: Project Engagement Officer

POST NO: 55190

DEPARTMENT: Chief Executive

GRADE: PO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Those categories marked 'I' will be assessed during the interview.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality and Diversity	A strong personal commitment to implementing the Council's Equal Opportunities Policy in all aspects of work, and to continuously deepen one's own understanding of equality issues as they pertain to this role. Awareness of and a commitment to equality of access and opportunity in a diverse community and how to apply equality, diversity, and inclusion principles in practical ways through community	S
Knowledge	Community Engagement Practices: Sound understanding of best practices in community engagement and outreach, particularly techniques for involving diverse and underrepresented communities and addressing barriers to participation Awareness of how to tailor activities to different groups (youth, elderly, people with disabilities, etc.) in a multicultural urban context. Knowledge of the local area, and surrounding communities Volunteer Management: Knowledge of principles of volunteer recruitment, training and retention. Understanding	S S

	of how to motivate volunteers and the importance of recognition and support to maintain volunteer commitment. Environmental & Heritage Awareness: Familiarity with basic environmental conservation concepts and the importance of urban green spaces and biodiversity. Enthusiasm for cultural heritage and history as they relate to parks (for example, knowing how parks might link to local heritage or community identity). <i>Detailed subject-matter expertise is not required, but a willingness to learn and convey these topics to the public is expected.</i>	S
Aptitude	The candidate should be: good at communicating with and establishing rapport with people of diverse ages, ethnicities, and socio-economic backgrounds. Good at forming and growing professional relationships with a diverse range of potential partner organisations.	I
Skills	Communication Skills Strong written communication skills to produce clear emails, simple reports, and publicity materials Confident and engaging in front of groups. Able to facilitate group discussions or workshops and make participants feel valued. Capable of speaking to small or large. Skilled at building trusting relationships and networks – from grassroots community members to representatives of partner institutions – and influencing others through empathy, knowledge and passion for the project. Strong organisational and planning skills to manage a varied workload. Able to juggle multiple events and tasks, keeping track of details and deadlines. Methodical in administration: able to maintain records, handle logistics, and follow procedures reliably (for example, risk assessments) Resourceful and able to adapt plans if needed (e.g. coming up with a plan B for an outdoor event if it rains). Self-motivated, able to work independently day-to-day with minimal supervision while keeping the coordinator informed appropriately. A collaborative team player who can support colleagues and volunteers and assist with tasks outside of immediate remit when the team requires. Understands the importance of	I I S

	both taking direction from managers and providing mentorship to volunteers. IT and Digital Skills: Proficient in standard office software (Word, Excel, PowerPoint, Outlook) for communications, scheduling. Competent in virtual meeting platforms (MS Teams/Zoom) to run the occasional online session or meeting.	
Experience	Proven experience in planning, delivering and administering successful community events or workshops – from initial outreach and publicity through to day-of-event coordination and post-event evaluation. Experience in supervising and coordinating volunteers Demonstrable experience of working in partnership with others (e.g. community organizations, schools, charities, local businesses or council teams) to deliver joint outcomes and results. Experience of communications and marketing – using diverse media to build new audiences and engage local people. Local Community Knowledge: Experience living in or working with communities similar to Lewisham's, with insight into the challenges and strengths of inner-city communities. Direct knowledge of Lewisham's communities, networks, and green spaces is a plus	S/I S I
Qualifications	A good standard of education with strong numeracy and literacy skills (e.g. GCSEs/A-Levels including Math and English). <i>A relevant degree or professional qualification</i> in community development, environmental studies, education or a related field is desirable Commitment to continual professional development in fields relevant to the post (e.g. completing training in community engagement techniques, volunteer management, first aid, etc.)	
Personal Qualities	Calm and professional. Approachable and understanding of diverse needs. Responsive and customer focussed. Facilitator and motivator.	

	Passionate about making green spaces inclusive and excited by the opportunity to improve parks for the benefit of all residents	
Circumstances	Weekend and evening work is a core part of this job The job will need to be undertaken flexibly, and it may not be possible to work exactly the same hours each week. Able to travel to various locations around the borough (and occasionally regionally) for meetings, site visits, and events. the post-holder must be able to efficiently move between sites using public transport and a driving licence is required for this role.	
Physical health	Applicants will need to be physically able, and in sufficient health to undertake the duties set out. A significant proportion of the job will take place outdoors which can involve walking on uneven ground, moderate manual tasks and exposure to various weather. Reasonable adjustments will be made for candidates with disabilities to enable them to fulfil these functions.	
Supervision	Whilst this post has no immediate subordinates the supervision of volunteer workers would be required.	

DBS Disclosure Required? No ☐ Basic ☐ Enhanced ☒

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally, candidates must meet the standard Lewisham requirements for the post

Note: This job description and person specification is intended to outline the typical duties and requirements of the post, and to ensure alignment with a Local Government SO2 grade role. It is not an exhaustive list; actual duties may evolve as the project progresses. Any significant changes will be discussed and agreed with the post-holder. Lewisham Council is an equal opportunities employer and welcomes applications from all sections of the community. All staff are expected to adhere to the Council's policies and procedures, including those on Equality and Diversity, Health and Safety, and Data Protection, and to contribute actively to a positive and inclusive team culture in the workplace.

Note: The Project Engagement Officer will be expected to work **flexible hours**, including frequent evenings and weekends, to ensure community activities can take place at times convenient for residents. The role is based at Lewisham Council with frequent travel to park sites and community venues across the borough. **A significant portion of duties will be outdoors** in parks and greenspaces; the post-holder should be comfortable working outside in various weather conditions (appropriate gear

provided) and be physically able to lead activities on-site (with reasonable adjustments made for any disabilities).