



Role: Community Engagement Coordinator

Pay rate: £32,015 (pro rata)

Hours : 15.5 hours per week (May involve working at weekends/evenings)

This post is offered on a 4 years, 5 month contract starting in October 2026.

Reporting: The Centre Manager

About the role

In this role, you will work to reach those members of our community who are not yet using The Mill, especially those who are isolated, disconnected or face barriers to participation. Through proactive outreach and via inclusive community co-creation, you'll bring new voices into The Mill, enabling them to shape and lead future programmes.

You will build external partnerships, deliver a programme of inclusive events, support diverse volunteer recruitment and coordinate outreach activity, to ensure that The Mill becomes a more reflective and representative space.

Principal areas of responsibility

Community Outreach

- Identify and form partnerships with diverse community groups in the area by going out into diverse community settings to encourage new people to get involved with The Mill, growing our visitor base by 20% and supporting newcomers to make things happen at The Mill that are relevant to them and their community. Using an asset based community development approach to this - you will involve current Mill volunteers, visitors and supporters as much as possible in reaching out into the community.
- Develop partnerships and greater awareness of The Mill among local voluntary and community and faith sector organisations, including where appropriate through the Waltham Forest Council for Voluntary Service (CVS).
- Devise, plan and produce an annual inclusive programme of events incorporating the needs as identified from outreach findings to serve people in the area. You will coordinate and lead a volunteer events team and work with the staff team on operational matters and volunteer support, you will be responsible for managing the annual events programme budget.

- Work with the Community Organiser on The Mill's flagship Grow Your Idea community competition programme which provides support and opportunities for local people/entrepreneurs to run short term activities at The Mill to ensure we are reaching our diverse communities so they can get involved.
- In conjunction with The Mill's Community Organiser; support volunteer recruitment with a focus on marginalised communities. Promote and grow our volunteer base to 80 regular volunteers (including 10 from underrepresented groups)
- Work with our Communications Coordinator on outreach material to reach out to communities through our local networks, social media and other methods of communication.
- Review and deliver The Mill's Equality, Diversity and Inclusion Action Plan in collaboration with colleagues, trustees and volunteers.
- Report to The Mill's Centre Manager and, as requested, to The Mill's trustees and management groups on the work and plans going forward.
- Work as part of the staff team and with colleagues, and with trustees and volunteers, to ensure delivery and management of the whole project that has been funded by The National Lottery, particularly the work allocated to this role.
- Collect and collate information on local support organisations and support services to help staff, volunteers and activity leaders at The Mill with signposting, where helpful, for members of the community.
- Reflect and review the programme on what's working and where any improvements or adjustments may be required. Gather data (surveys, quotes, photos) as required to support and evidence our impact to funders.
- Work with senior leadership, trustees and fundraiser to consider how the community outreach work can be continued beyond the life of this project and how it can be funded

General Responsibilities

- Work flexibly in accordance with the needs of the role, including occasional evening and weekend work which may include opening and closing the building, undertaking all security measures as required.
- Undertake training relevant to the role, including safeguarding.
- Adhere to The Mill's vision, constitution and policies.
- Follow safe systems of work and adhere to the Mill's health and safety policies and procedures

Person Specification

Education/Qualifications

- Essential - Good standard of written and spoken English and numeracy
- Desirable - qualification or relevant training in community outreach or similar

Knowledge and Experience (Essential)

- Proven experience in outreach work within a similar setting or charity, CIC or community group
- Proven track record in developing and maintaining effective working relationships with multiple stakeholders including local community groups, user groups, statutory bodies
- Experience of planning and delivery of a programme of activities and events
- Demonstrable experience working with and building relationships with people from diverse communities
- Experience of managing a budget
- Knowledge of Safeguarding as it relates to a community setting

Skills and Abilities (Essential)

- Able to work effectively in a volunteer led environment with The Mill's diverse staff, volunteers and users showing a commitment to promoting diversity, equality and inclusion.
- Excellent verbal communication skills.
- Ability to communicate effectively and sensitively with a wide range of people of different backgrounds and cultures including in-person, in print and online.
- Ability to inspire and lead people, and to find out what motivates and drives them to take action.
- Computer skills including Word, Excel, Google Suite (Mail, Drive & Calendar)
- Organisational and administrative skills
- Ability to juggle competing priorities and work to tight deadlines
- Reliable, and able to work without supervision and on own initiative
- Ability to work well in a team environment and to collaborate with colleagues and volunteers
- Able to adhere to The Mill's vision, constitution and policies

Desirable Skills, Knowledge and Experience

- Experience of managing volunteers
- Experience of working with people with disabilities and older people
- Knowledge of the Walthamstow and surrounding areas
- An understanding of evaluation and monitoring and the ability to meet the reporting needs of funders.
- Ability to work in at least one language other than English that is common in our community; Romanian, Urdu, Bulgarian, Polish or Turkish

Circumstances : Able to work flexibly to deliver the programme, including some evening and weekend working