



Job Application Pack

**Community Engagement Officer**

November 2021



**MANCHESTER PRIDE**

Manchester One / 53 Portland Street / Manchester / M1 3LD / United Kingdom  
T: +44 (0)161 831 7700 / Email: [info@manchesterpride.com](mailto:info@manchesterpride.com)

VAT number: 915888380 Company number: 4671318 Registered Charity no: 1117848

Dear Applicant,

**RE: Joining The Team at Manchester Pride**

Thank you for showing an interest in joining the team here at Manchester Pride.

To help you with your application, please find attached some further information about our charity and a detailed specification for the role of Community Engagement Officer.

The recruitment process includes two stages – the submission of your CV and covering letter, followed by a face to face interview (either via video call or in person - subject to advised restrictions at the time of interview) at which you will be asked to present your response to a brief which will be outlined to shortlisted candidates.

Throughout the process we may opt to include a third stage either with an informal telephone conversation or further formal presentation based interview.

To kick things off, you will need to submit your application either via email or post. The deadline for applications is Wednesday 1st December 2021. Details of where to send your completed application form can be found in the notes.

If you have any questions about the process or would like an informal chat about the role, please do not hesitate to contact our Team Administrator, Robbie Taylor at [robbie@manchesterpride.com](mailto:robbie@manchesterpride.com), stating the role title in the subject heading.

Best of luck with your application.

Mark Fletcher

**CEO**

## About Manchester Pride

Underpinned by an exciting post pandemic strategy, Manchester Pride is a multi-million pound turnover not-for-profit organisation committed to creating a city - and a world - where people are able to live and love free from discrimination.

We campaign for equality; challenge discrimination; create opportunities for engagement and participation; celebrate lesbian, gay, bisexual and transgender life; and fundraise to enrich and empower LGBTQ+ organisations, charities and communities in Greater Manchester.

We are most famous for our annual programme of Lesbian, Gay, Bisexual, Trans, Queer and Inclusive (LGBTQ+) events in Greater Manchester which each year bring more than 200,000 people together to celebrate queer life.

Our programme includes the Manchester Pride Spring Benefit, events recognising International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT), our year-round calendar of culture, Superbia, our Community Engagement projects including Youth Pride MCR, our All Equals Charter supporting businesses and organisations recognise and challenge discrimination, and our flagship event, The Manchester Pride Festival, over August Bank Holiday.

Our events and community focussed initiatives are at the heart of our pandemic recovery strategy, which seek to reimagine our programme to deliver an internationally acclaimed and significantly enhanced experience for users befitting a city at the heart of the Northern Powerhouse.

To find out more about our events and initiatives check out our [website](#).

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## **Our Vision:**

A world where LGBTQ+ people are free to live and love without prejudice.

## **Our Mission:**

We are committed to improving the lives of LGBTQ+ people. We are part of a global pride movement that celebrates advancements in equality and challenges discrimination faced by LGBTQ+ people.

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## **Our Values:**

*Inclusivity:* We believe that everybody has a contribution to make regardless of any differences and in particular respect of their protected characteristics.

*Empowerment:* We believe that everybody should be supported to have the confidence and opportunity to live the way they want.

*Togetherness:* We believe that great things can be achieved through working with individuals, organisations and communities

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## **Our Goals:**

- Stage an annual world class celebration of LGBTQ+ life in Greater Manchester  
Maintain the position of the festival on its international platform, acting as a beacon for LGBTQ+ equality in Greater Manchester and throughout the world.
- Educate people on LGBTQ discrimination and take steps to reduce it  
Help the people of Greater Manchester and beyond to recognise, understand and challenge discrimination against LGBTQ+ people.
- Raise awareness and support for LGBTQ+ mental health  
Partner with third party organisations to deliver a programme of work designed to support the mental health and wellbeing of LGBTQ+ people in Greater Manchester.
- Support grassroots projects and initiatives that encourage the wellbeing of LGBTQ+ people in Greater Manchester  
Make packages available to provide essential support for projects and initiatives aimed at improving the lives of LGBTQ+ people in Greater Manchester.
- Increase representation for further marginalised sectors of LGBTQ+ communities  
Partner with third party organisations to deliver a programme of work designed to increase visibility and support the issues faced by further marginalised LGBTQ+ communities in Greater Manchester.

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**Role Description:** Community Engagement Officer

**Salary:** £25,000 (FT/12 month fixed term contract)

**Reports To:** Engagement Manager

**Place of Work:** Manchester City Centre (includes flexible home working)

**Overall Responsibilities** Responsible for delivering Manchester Pride's community engagement programme and building relationships with a diverse range of community stakeholders.

### **Background:**

Manchester Pride is one of the UK's leading LGBTQ+ charities. Our vision is a world where LGBTQ+ people are free to live and love without prejudice, and we are committed to improving the lives of LGBTQ+ people in Greater Manchester and beyond. Manchester Pride is part of a global pride movement that celebrates advancements in equality and challenges discrimination faced by LGBTQ+ people.

We are currently looking for a passionate, people-centred and highly driven **Community Engagement Officer** who fully understands the nature of our work and wants to join a dedicated team focused on the improvement and enhancement of LGBTQ+ lives. The role is based at our City Centre office (flexible home working is also an option, however, we do require a candidate willing to be based in Manchester due to the community outreach required.)

The successful candidate will have strong interpersonal skills, be a confident communicator and be able to build relationships quickly and meaningfully with a diverse range of community stakeholders at all levels. They will demonstrate the ability to exercise diplomacy and be a skilled networker and influencer.

This is an extremely rewarding position which will see the successful candidate further cement Manchester Pride's role within the community and create opportunities to engage LGBTQ+ people to reduce social isolation and create a more connected society.

### **Specific Responsibilities**

- Work closely with the Engagement Manager in mapping out and identifying all community stakeholders across Greater Manchester and support in the development of a targeted and strategic approach to engaging those harder to reach communities
- Support the Engagement Manager in the review of Manchester Pride's community engagement programme and activity

- Deliver all aspects of Manchester Pride’s community engagement programme, activity and outreach
- Lead on the delivery of Manchester Pride’s volunteer engagement programme and develop a clear recruitment approach to reach new people
- Plan and support in the delivery of community consultations i.e. listening groups, outreach and surveys
- Plan and support in the delivery of engagement projects and workshops i.e. Youth Pride, Skill Share workshops, Community Sessions and volunteer events working closely with the Events team
- Support the Events team with Business and Resident engagement in relation to Manchester Pride Festival
- Work closely with the Marketing team in developing relevant marketing tools required for community engagement including overseeing Youth Price MCRs instagram
- Maintain and develop Manchester Pride’s existing community relationships ensuring consistent communication
- Identify new engagement opportunities i.e. stands and exhibitions, new projects and create proposals for new activity
- Identify new partnership opportunities and develop relationships with key community groups/organisations/members
- Respond to community and volunteer enquiries
- Ensure that a comprehensive method for capturing community engagement data is adhered to
- Monitor and evaluate the effectiveness of community engagement activity creating reports for senior management as required
- Research and keep up to date with current community engagement practices and be aware of changes within the sector

The above list of duties is indicative only and not exhaustive. The successful candidate will be expected to perform all such additional duties as are reasonably commensurate with the role.

Please take note that due to the nature of our work, the flexibility to work outside normal office hours will be required.

## **Skills, Experience and Qualifications**

### *Essential*

- A minimum of two years demonstrable experience in a similar role
- An extensive understanding and awareness of issues LGBTQ+ people face
- Excellent customer service skills
- Exceptional communication and interpersonal skills
- Ability to meet deadlines and prioritise work
- Excellent networking skills with the ability to build relationships quickly
- Strong ability to influence others and exercise diplomacy
- Excellent written communication skills

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- Attention to detail and accuracy
- Experience working with LGBTQ+ young people and an awareness of their needs
- Highly organised with a positive and proactive approach to work
- Excellent reporting and presentation skills
- Excellent time management
- Proficient in IT
- Understanding of the core aims and objectives of Manchester Pride
- Flexibility and commitment

*Desirable*

- Qualified to degree level or have extensive knowledge/work experience of a relevant field
- Knowledge of Greater Manchester community networks and groups
- Experience in delivering community fundraising initiatives
- Full UK Driving licence

*General - All staff are required to:*

- Familiarise themselves with the organisation's policies and procedures held on the HR system accessible by all staff at any time;
- Uphold the Equal Opportunities, Anti-Harassment and Bullying Policies, ensuring effective implementation in all aspects of their work for the organisation;
- Act at all times within the organisation's rules, policies, procedures and any other statutory requirements;
- Be proactive, bring ideas, suggestions and contribute to business improvement.
- Undertake training as required;
- Attend staff and team meetings as required;
- Observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues, customers and visitors;
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skills level to respond to changing priorities and make sure that customer needs and business objectives are met.

Interested candidates should apply by sending a full, current CV and a covering letter outlining why they are right for this position by email to Robbie Taylor at [robbie@manchesterpride.com](mailto:robbie@manchesterpride.com) for the attention of Farhana Hemani, Head of Engagement. Please also complete and attach the equal opportunities monitoring form which will be anonymised.

Applications will close on Wednesday 1st December at 6pm.

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## EQUAL MONITORING FORM

Manchester Pride is committed to supporting the principle of equal opportunities and operates a robust Equality Opportunities Policy. To help us to monitor the effectiveness of this policy, we request you to fill out this form. This form will be detached and kept separate to your application, and the information held herein will be kept securely and used for analysis purposes only.

**Please tick one box in each section.**

### MONITORING ETHNICITY

Ethnic origin is not about nationality, place of birth or citizenship. It is about colour and broad ethnic groups. UK citizens can belong to any of the groups indicated.

#### How would you describe your ethnic origin?

ASIAN OR ASIAN BRITISH	
Bangladeshi	
Indian	
Pakistani	
Other Asian (please specify)	
BLACK	
Black African	
Black Caribbean	
Black British	
Black European	
Other Black	
WHITE	
White Eastern European	
White British	
White Irish	
White Western European (non-British)	
Other White	
CHINESE OR CHINESE BRITISH	

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Chinese	
Chinese British	
DUAL HERITAGE	
White and Black Caribbean	
White and Black African	
White and Asian	
Other Dual heritage	
OTHER	
Other Ethnic Background	
PREFER NOT TO SAY	
Prefer Not to Say	

## AGE

Which age category do you fall into?

Under 21		22 – 35		36 - 45	
46 – 55		55 +		Prefer Not To Say	

## DISABILITY

A disabled person is defined in law as someone who has an impairment that has a substantial and long-term effect on a person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability or long-term health condition?

Yes		No		Prefer Not To Say	
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## GENDER

Please select below:

Man (inc trans man)		Woman (inc trans woman)	
Non-binary		In another way	

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**Is your gender identity the same as you were assigned at birth?:**

Yes		No		Prefer Not To Say	
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**SEXUAL ORIENTATION**

**Please select below:**

Gay or Lesbian		Bisexual or pansexual	
Heterosexual or straight		In another way	

**MARKETING SCREENING**

**Where did you hear about this position? (Please tick where appropriate)**

Website (Please specify)		Word of mouth	
Other (Please specify)			

Please submit your application by email to [robbie@manchesterpride.com](mailto:robbie@manchesterpride.com), inserting the role title in the subject heading, or by post (marked as Private & Confidential) to:

Engagement  
Manchester Pride Limited  
Manchester One  
Manchester,  
M1 3LD

No later than Wednesday 1st December 2021.