

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Community Engagement Officer - Tree Planting
Grade	PS7	Reports to (role title)	Tree Planting & Strategy Manager
		Directorate/School	Resources Directorate
JE Band	228-268	Service/Department	Countryside
		Date Role Profile was created	Jul-26

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Surrey County Council's tree planting initiative is a key part of our Climate Change Delivery Plan and ambition to plant 1.2 million trees by 2030. As a pivotal member of the Tree Planting & Establishment Team, the Community Engagement Officer will support the successful delivery of this ambitious programme by building and maintaining relationships with residents, schools, community groups, volunteers, and other stakeholders across the county. This role will contribute to the planning and delivery of community-led tree planting and establishment projects, helping to increase biodiversity, encourage volunteering, and ensure local communities remain engaged and involved in Surrey's greener future. The Postholder will; • Organise, coordinate and attend volunteer tree planting days, engagement events and site visits • Build and maintain relationships with schools, residents, community groups and volunteers to encourage participation in tree planting and aftercare activities • Develop and deliver written and face-to-face communications to stakeholders on project progress and opportunities for involvement. • Identify and engage community groups to support the delivery of tree planting and establishment projects. • Coordinate aftercare activities and support monitoring of tree establishment. • Recruit, brief and support volunteers using the Volunteer Management System. • Work collaboratively with colleagues across Surrey County Council and external partners to support programme delivery. • Attend potential planting sites across Surrey and liaise with local stakeholders to support successful project outcomes.
Work Context	The successful applicant will have a pro-active approach to work and will manage their own diary. The place of work will vary between office, on site and working from home and will be agreed with their line manager. The wider team work flexibly through a mix of office based, site and some home-based working. You may be required to visit potential planting sites throughout the County and support the liaison of residents, community groups, volunteers and council members and attend engagement events. Please note that a full driving licence is essential for this role.
Line management responsibility if applicable	No current line management responsibilities
Budget responsibility if applicable	No direct budgetary responsibilities.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning. Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).

Details of the specific qualifications and/or experience if required for the role in line with the above description	Essential • A level, HNC or equivalent, or able to evidence ability at an equivalent level • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with volunteers and stakeholders • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous volunteer management Desirable • Previous knowledge of community work with volunteer groups • Previous use of Volunteer Management Systems • An interest in Tree Planting and Environmental Outcomes
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.
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