

Application Pack for the role of Community Engagement Officer

Thank you for inquiring about the above opportunity.

Deadline for applications: Thursday 9th April 9.00am.

Successful candidates will be invited to interview by Thursday 11th April.

Interview will take place on Tuesday 14th April 2026 between 9am – 4pm.

The successful candidate will start on Monday 1st June 2026.

This pack contains the job description and person specification for the advertised position at The Habbit Factory (THF). Please find enclosed:

- Company background
- Job Description and Person Specification
- Recruitment Policy

How to apply

To apply for the post please complete the application form at the bottom of the pack and email it to: leegiles@thehabbitfactory.org with the subject line "Community Engagement Officer"

Equal Opportunities

THF strives to be an Equal Opportunities employer, and we actively encourage applications from people from all backgrounds and communities. We especially welcome applicants from backgrounds currently under-represented in the arts. At the bottom of this pack, we ask that you complete the 'Equal Opportunities form' and email it separately to: hello@thehabbitfactory.org. If you need this application pack in a different format, or would like to submit your application to us in a different way (e.g., by video or sound file), or if you require any reasonable adjustments made to the recruitment and selection process, please contact us by email: hello@thehabbitfactory.org or by telephone on 07916 299857.

Feedback

We will notify all candidates who have not been short-listed for interview. Due to the level of applications received for most posts, we do not provide detailed feedback at the application stage. The most likely reason for not short-listing is that other candidates matched the person specification more closely.

We are committed to providing detailed feedback to candidates unsuccessful at the interview stage.

If you have questions, or would like an informal chat about the role, please get in touch. We look forward to receiving your completed application and thank you for your interest.

About us

"This is the first summer show I have seen at The Habbit Factory. I cried, I laughed... this is the future of theatre, it's local and it's inclusive." **Lucy Benjamin, The Habbit Factory Patron.**

THF is an inclusive arts organisation founded in 2004 in the London Borough of Havering and also working in Barking & Dagenham.

Our philosophy is centred around the belief that everyone, irrespective of their abilities or background, is welcomed. We collaborate with children and young people across multiple programmes to create performances that entertain and challenge stigma amongst the audience.

Our motto "where everyone can have their moment in the spotlight" aligns with our vision of an inclusive world, where theatre is accessible to all. Our approach of not conducting auditions to take part reflects this ideology.

Our core charitable work is split across two programmes:

Membership Programme: weekly after school inclusive creative and drama classes, targeted at CYP experiencing societal and financial disadvantage: 3-6yrs, 7-11yrs and 12-17yrs.

Education & Outreach Programme: targeted programme of engagement with local schools, charities and the Local Authority, providing CPD training and addressing complex subjects such as mental health, disability, and antisocial behaviour.

Membership Programme

Our Membership Programme works across four age categories: Infants, Juniors, Seniors and Adults This work takes place in four hubs across Havering. Currently, we have 155 Members who attend weekly working towards two large-scale performances made by/with/for members. Joining THF as a member is completely fee-free.

Workshops are designed to support members' emotional wellbeing. Our inclusive methodology is participant-centred, focusing on three development principles: attitude, behaviour, and skills/education.

Every member with an additional need is supported 1:1 with an adult 'buddy' – mostly volunteers. Our artistic team are highly trained and take the time to get to know each individual member's abilities and confidence levels and support them throughout workshops and rehearsals so they can enjoy the process, gain self-confidence and achieve their best.

Volunteers (known as the Blue Tees) work alongside our staff and play a vital role in delivering our Membership programme and services to the community.

"My Granddaughter is partially sighted, has hearing impairment and autism. The Habbit Factory don't treat her like she's got a disability, and she doesn't stand out when she gets it wrong. Aimee smiles the whole time she's there; it has really boosted her confidence and her self-esteem. Thank you so much to all the gang for (in Aimee's words) making my life better." **Members Grandmother**

Education & Outreach Programme

In 2011, as our work with young people became increasingly recognised and championed, we were approached by several schools to support pupils exhibiting challenging behaviour and struggling to control and regulate their emotions. This led to the development of our Education & Outreach Programme.

The programme is a dynamic initiative that brings the transformative power of the arts directly to schools, organisations, and the broader community. At THF, we believe in the impact of creative expression on personal growth, empowerment, and community building. This Programme is designed to extend the reach of our work beyond our Membership programme, fostering a love for the arts and promoting inclusivity in diverse settings.

Workshops are tailored to meet the unique needs and goals of each educational institution or organisation. Whether it is a one-time curriculum booster, an after-school club, or a long-term engagement, we collaborate with educators to create a customised project that aligns with learning objectives and encourages creative exploration.

We currently work regularly with 5 schools, supporting pupils who are struggling to find their place in the world. We have recently secured a partnership with Barking & Dagenham Alternative Provisions to begin work with young people in those spaces. We have also secured a partnership with Havering Refugee team to support refugees in the borough.

"The Habbit Factory has had a significant impact on our school community. They have supported us in developing an inclusive school with high expectations where all children's contributions are valued."

Angie Winch, Drapers Brookside Headteacher

JOB DESCRIPTION



Contract type: Permanent

Job Title: Community Engagement Officer

Reporting to: Artistic Director/CEO

Contract type: Permanent

Responsible for: Volunteers, Members and Families

Hours: 37.5 hours per week

Salary: £27,200 plus benefits

Working Pattern: Mondays (flexible hours). Tuesday–Friday, 11:30am–7:30pm. Occasional evenings and weekends in-line with performances and events, typically up to 4 times per year.

Job Description:

The Community Engagement Officer provides pastoral and safeguarding oversight across all programmes, ensuring consistent welfare support for members, participants and volunteers within Membership, Education & Outreach, and production activity. The role works collaboratively to reduce lone-working risk and ensure inclusive, safe participation across the organisation.

The role also holds responsibility for the day-to-day coordination and administration of the Membership Programme, including maintaining accurate records, supporting enrolment processes, liaising with families, and ensuring clear and timely communication. The postholder acts as a key point of contact for members and carers in relation to welfare, attendance, and participation matters.

The postholder works closely with the Artistic Director/CEO, Arts Engagement Manager, and wider team to ensure inclusive practice is embedded across membership, workshops, and productions.

The Community Engagement Officer role is designed to be hands-on and participant-facing, with approximately 85% of the post focused on delivery in the room and direct engagement with children, young people and volunteers, and around 15% dedicated to essential administration, coordination and reporting to ensure high-quality provision.

In workshops the role includes working with small groups, providing targeted pastoral and behavioural support, supporting participants with additional needs, managing transitions across programme, and helping to maintain a safe, inclusive and well-structured learning environment.

Key responsibilities

1. Membership Programme Delivery

- Coordinate the day-to-day delivery of the Membership Programme.
- Work in partnership with the Charity Administrator to ensure membership systems are accurate and effectively informed by pastoral insight, including supporting enrolment discussions, onboarding conversations, attendance review, and member communications where welfare considerations are required.
- Act as a key point of contact for members and families regarding participation matters.
- Ensure smooth operational delivery of membership workshops in collaboration with workshop delivery leads.
- Provide safeguarding guidance for volunteer placement within workshops and productions.
- Support pastoral matching to ensure appropriate volunteer-to-member relationships.

2. Safeguarding, Welfare & Pastoral Oversight (Across All Programmes)

- Provide organisational pastoral leadership across Membership, Education & Outreach, and productions.
- Monitor and respond to safeguarding concerns in line with policy.
- Reduce lone-working risk through structured in-session support.
- Ensure inclusive participation and appropriate welfare escalation routes.
- Contribute to the ongoing development of participation structures and systems.
- Escalate safeguarding concerns to the Artistic Director/CEO as Designated Safeguarding Lead.

3. **Inclusion & Accessibility Practice**

- Champion inclusive practice across all programmes.
- Support reasonable adjustments for members and volunteers.
- Work collaboratively with staff to embed accessibility in workshops and productions.
- Maintain knowledge of SEND/SEMH best practice and relevant guidance.
- Contribute to continuous improvement in inclusive systems and delivery.

4. **Education & Outreach Delivery Support & Partnership Engagement**

- Support the Arts Engagement Manager with safe delivery of Education & Outreach workshops with a particular focus on the pastoral needs of participants.
- Support the coordination of placement students within participation activity, ensuring clear role boundaries and appropriate supervision structures.
- Support half-term and holiday workshops as needed
- Support and attend as necessary, events throughout the year, ie volunteer awards, team building days.

Essential Skills and Experience

- Commitment to inclusive practice and safeguarding within work with children and young people
- Experience working with individuals with SEMH and/or SEND
- Experience in pastoral support, welfare coordination, or safeguarding-informed environments
- Strong understanding of safeguarding principles and ability to follow procedures appropriately.
- Ability to provide calm, professional support in sensitive situations.

- Strong professional communication skills (written and verbal), including confidence with families and external professionals.
- Ability to build respectful relationships with members, volunteers, families, and colleagues.
- Excellent organisational skills and ability to manage competing priorities.
- Proficiency in Microsoft Word, Excel, and PowerPoint
- Experience using databases or CRM systems (or ability to learn quickly)
- Ability to work independently and use initiative while remaining collaborative.
- Previous administrative experience (minimum level appropriate to the role)

Desirable Skills and Experience

- Experience working within a theatre, arts, or community arts setting.
- Experience supporting volunteer coordination or in-session volunteer allocation.
- Experience supporting children and young people within performance or workshop environments.
- Knowledge of inclusive arts practice
- Full UK driving license and access to a vehicle.
- Valid Enhanced DBS check
- First Aid qualification (or willingness to train)
- Safeguarding training at an enhanced level (or willingness to train)

The role requires travel between venues across the London Borough of Havering/Barking & Dagenham. Reasonable travel expenses will be reimbursed in line with organisational policy.

The Habbit Factory Recruitment Policy

Equal Opportunities

The Habbit Factory (THF) is an equal opportunities employer and encourages applications from suitably qualified and eligible candidates regardless of gender, race, disability, age, sexual orientation, socio-economic class, religion or belief.

Flexible working

This post is being advertised as a full-time role. However, THF has a strong track record of flexible working and are happy to discuss a range of flexible working options for this role in line with our Flexible Work Policy. This includes variation to days/times, part-time hours and/or job-share for the right candidate/s.

Safeguarding

An enhanced check with the Disclosure and Barring Service (DBS) is required for this post, in line with our Safeguarding Policy.

Ex-Offenders

THF supports the rehabilitation of ex-offenders and is committed to ensuring that suitable skilled employees are not excluded from this post, where this does not conflict with our Safeguarding Policy.

Application Assessment

As an equal opportunities' employer, we ask applicants to use a standard application form instead of a CV, so we can remove all personal details from the assessment process and only assess on the details contained in the application.

Short-listing decisions are based solely on the information provided within the application form. All candidates must provide sufficient evidence concerning how they meet the job requirements, even if they are known to the organisation. We do not take any previous knowledge we have of candidates into account.

Feedback

We will notify all candidates who have not been short-listed for interview. Due to the level of applications received for most posts, we do not provide detailed feedback at the application stage. The most likely reason for not short-listing is that other candidates matched the person specification more closely. We are committed to providing detailed feedback to candidates unsuccessful at the interview stage. Please contact us by email: leegiles@thehabbitfactory.org or telephone on 07916 299857 for further information about this post or our recruitment policy.

APPLICATION FOR EMPLOYMENT

Please complete all sections of this application, and return via email to: leegiles@thehabbitfactory.org

Sections 2-5 (your employment history, education/training and supporting statement) will be reviewed anonymously by the selection panel. They will assess your answers based on the criteria outlined in the Person Specification so please keep these criteria in mind when filling out the form.

1. PERSONAL DETAILS

Title:	
Surname:	First name(s):
Address:	
Postcode:	
Phone number:	E-mail address:

CURRENT OR MOST RECENT EMPLOYMENT (PAID OR UNPAID)

Name and address of employer:	
Job title:	Date of appointment:
Period of notice required/Leaving date if not now working:	
Reason for leaving:	

Please provide a brief outline of your main responsibilities:

3. PREVIOUS EMPLOYMENT (PAID AND/OR UNPAID)

Please start with your most recent position. Continue on one separate sheet of A4 if necessary.

Date of employment From: To	Name and address of employer:	Job title and brief details of main responsibilities:	Reason for leaving:

4. EDUCATION, TRAINING AND PROFESSIONAL QUALIFICATIONS

Please start with the most recent qualification and include any currently being pursued.

Dates:	School, university, college:	Qualifications obtained:

5. SUPPORTING STATEMENT

Please write a statement or send us a short video (no longer than 2 minutes) explaining:

- Why you are applying for this position.
- Drawing on your personal and work experience, education and training, how you meet the requirements set out in the person specification and job description.

Please continue on a single separate A4 sheet if necessary.

6. REFEREES

Please provide details of two people, not related to you, who will provide an employment reference for you. One of these should be your current or most recent employer if you are not currently employed. The other should be a referee who can express a professional opinion on your work and your ability to perform the job for which you are applying.

Name of referee:	Name of referee:
Name of organisation:	Name of organisation:
Occupation:	Occupation:
Address:	Address:
Email:	Email:
Contact number:	Contact number:
Relationship to you:	Relationship to you:

May we request a reference:

<input type="checkbox"/>	at any time	<input type="checkbox"/>	at any time
<input type="checkbox"/>	only after an offer of employment	<input type="checkbox"/>	only after an offer of employment

Please provide details of any special arrangements or adjustments you would require to enable you to participate in our selection process effectively:

In order to comply with the Immigration Act 1996 we are required to see proof of your right to work in the UK. This will be requested once an offer of employment has been made. An offer of employment may be retracted in the event you do not have the right to work in the UK. However, if you require a work permit to work in the UK, please indicate by ticking this box:

Please provide details of any unspent convictions or cautions you have under the terms of the Rehabilitation of Offender Act, 1974. Offences resulting in license endorsements should be disregarded. Failure to disclose such information may result in dismissal or disciplinary action by The Habbit Factory. This information will be treated as confidential and will not necessarily preclude you from employment.

DECLARATION

To the best of my knowledge the information on the application form and equal opportunities monitoring form is correct.

Signed:

Date:

(A digital/typed signature is acceptable)

Equal Opportunities

The Habbit Factory wants to meet the aims and commitments set out in our Equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the makeup of the workforce to encourage equality and diversity.

Filling in this form is voluntary, but if completed, it will help us to ensure our policy is implemented throughout the employment process. Please be assured that any information you provide will be anonymised and processed separately from your application so that it does not form part of the selection process.

The options in this form are based on those used by Arts Council England for reporting. We understand that these categories are not comprehensive, and you can also choose to self-describe or not to answer.

Please return the completed form in a separate email to hello@thehabbitfactory.org

Please indicate your answers by ticking one per question

Gender				
	Female (inc trans women)		Male (inc trans men)	
	Non-binary (eg androgyne)		Prefer not to say	
If you prefer to use another term, please specify here				

Is your gender identity different to the sex you were assumed to be at birth?				
Yes		No		Prefer not to say

Age	0-19		20-34		35-49	
	50-64		65+		Prefer not to say	

How would you describe your ethnicity?

Please tick the group which best fits how you describe yourself:

Asian/Asian British

Bangladeshi	Pakistani	Chinese	Indian
Any other Asian background (please complete)			

Black/ African/ Caribbean/ Black British

African	Caribbean
Any other Black/African/Caribbean background (please complete)	

Mixed/multiple ethnic groups

White and Asian	White and Black African	White and Black Caribbean
Any other mixed background (please complete)		

White

British	English	Gypsy or Irish Traveller
Northern Irish	Scottish	Welsh
Any other white background (please complete)		

Other ethnic group

Arab	Latin American
Any other ethnic group (please complete)	

Prefer not to say

Do you identify as a deaf or disabled person, or have a long-term health condition?

Yes	No	Prefer not to say
-----	----	-------------------

Do you identify as neurodivergent?

Yes	No	Prefer not to say
-----	----	-------------------

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', please contact us separately to discuss this.

How do you describe your sexual orientation?

Bisexual	Gay man	Gay woman/Lesbian
Heterosexual/straight	Queer	Prefer not to say
If you prefer to use another term, please specify here:		

Socio-Economic Background – What was the occupation of the main income earner in your household when you were 14 years old?

Modern Professional e.g. teacher/lecturer, nurse, physiotherapist, social worker, welfare officer, actor, artist, musician, police officer (sergeant or above) software designer	
Clerical and intermediate Occupations e.g. secretary, personal assistant, clerical worker, call-centre agent, nursing auxiliary, nursery nurse	
Senior Managers and Administrators usually responsible for planning, organising and coordinating work for, as an example, finance managers or chief executives	
Technical and Craft occupations e.g. motor mechanic, fitter, inspector, plumber, printer, toolmaker, electrician, gardener, train driver	
Semi-routine Manual and Service Occupations e.g. postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, receptionist, sales assistant	
Routine Manual and Service Occupations e.g. HGV driver, van driver, cleaner, porter, packer, sewing machinist, messenger, labourer, waiter, bar staff	
Middle or Junior managers e.g. office manager, retail manager, bank manager, restaurant manager, warehouse manager, publican	
Traditional Professional e.g. solicitor, accountant, medical practitioner, scientist, civil mechanical engineer	
Short term unemployed – a year or less	
Long term unemployed – more than a year	
Retired	
Prefer not to say	
Not applicable	

