

## Job Description

|   |  |
|---|--|
| <b>Job Title</b>                            | HDRC Community Involvement Support Officer |
| <b>Directorate</b>                          | Adult Social Care & Health                 |
| <b>Service Area</b>                         | Public Health                              |
| <b>Grade</b>                                | 4  |
| <b>Competency Level</b>                     | 1  |
| <b>Salary</b>                               | £27,254 - £31,022 pro rata 3 days per week |
| <b>Job Type</b>                             | Office Based/Hybrid/Homeworker             |
| <b>Location</b>                             | Cunard Building, Liverpool                 |
| <b>Disclosure and barring service (DBS)</b> | Not applicable                             |
| <b>Job Evaluation Ref No</b>                | A10223                                     |

## Job Purpose

The Health Determinants Research Collaboration (HDRC) Liverpool will promote a culture of evidence-based decision making across the Council by growing research capacity and embedding a culture of always using evidence when making decisions. The HDRC Liverpool will be based in Liverpool City Council (LCC) and will work in collaboration with a wide range of internal and external local partners to improve health and tackle health inequalities.

The Community Involvement Support Officer will provide pastoral, practical, and administrative support to Community Researchers (CRs) engaged in HDRC Liverpool projects. This role ensures CRs feel included, supported, and safe, while managing operational processes such as onboarding, supervision, safeguarding, and payment. The postholder will act as a consistent point of contact, coordinate induction and supervision, and maintain compliance with safeguarding, data protection, and financial procedures.

Working as part of a busy Community Involvement team you will play a key role in providing administrative support to the HDRC Liverpool Community Involvement team.

The postholder will also support the operation of HDRC Liverpool's new digital storytelling platform by reviewing, moderating story submissions and escalating for approval to ensure they are safe, inclusive, and compliant with Council policies.

As HDRC continues to grow and evolve, this role offers flexibility and opportunities to shape its development over time.

### **Directly Responsible For:**

- Providing support to HDRC Liverpool Community Involvement team
- Supporting Community Researchers throughout their involvement in HDRC Liverpool

### **Directly Responsible To:**

HDRC Liverpool Community Public and Community Involvement Officer

### **Main Areas of Responsibility:**

- Provide dedicated support to Community Researchers, acting as a consistent point of contact and ensuring their well-being and engagement
- Deliver pastoral, practical, and administrative assistance throughout their involvement in HDRC activities

- Support the HDRC Programme Support Officer in coordinating programme activities and processes
- Coordinate induction and onboarding sessions, including HDRC overview and eligibility checks
- Maintain communication channels for Community Researchers, including Teams/SharePoint access, WhatsApp group coordination, and issuing HDRC identity badges
- Ensure accessibility and inclusion by considering additional support needs (interpreters, accessible formats) and promoting inclusive onboarding and engagement
- Participate in discussions around priority topics for research as a liaison to support collaboration
- Coordinate meetings, events, and training; take minutes, maintain action trackers and process payments
- Maintain accurate records, templates, and tools for supervision, risk management, and reporting
- Support Community Researchers with practical needs such as travel and accessibility
- Submit monthly payment claims and maintain accurate financial records.
- Ensure GDPR compliance and handle personal data securely
- Review and moderate story submissions from community members to ensure they follow HDRC Liverpool guidelines and Council policies
- Check submissions for safety, confidentiality, and appropriateness, including removal or flagging of personal identifiers, discriminatory or harmful content, and safeguarding concerns
- Delegate for approval of stories for publication on the digital platform or return submissions to contributors with supportive guidance where edits are required
- Maintain accurate records of submissions, approvals, and issues raised, escalating concerns to the Programme Manager where necessary
- Contribute to NIHR reporting and internal process development

- When required support the Core Programme Team with additional administrative duties for other meetings and payment processes
- Undertake other duties commensurate with the grade as required

## **Supervision and Management Responsibility:**

None (but acts as key liaison for CRs).

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Ensure accurate processing of CR payment claims and maintain financial records

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- The job would include using a computer and sitting at a desk for prolonged periods of time
- Travel for meetings and workshops across the city

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan

- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- 5 GCSE's/NVQ Level 3 or equivalent (A)

## Experience

### Essential

- Experience of producing work of a high standard and working to tight deadlines (A/I)
- Experience of recording and producing accurate minutes (A/I)
- Experience of supporting the coordination of meetings and events (A/I)
- Experience of producing accurate action notes and maintaining relevant action trackers (A/I)
- Experience of working within a clerical and administrative environment (A/I)
- Experience of dealing with members of the public and an ability to anticipate and respond to difficulties volunteers may experience (A/I)
- Ability to deal with enquiries via phone, mail, email and person-to-person (A/I)

## Desirable

- Experience of working with Public Advisors/Public Contributors/Research Champions/Community Champions/Community Co-researchers

## Skills/Abilities

### Essential

- Excellent verbal and written communication and interpersonal skills. (A/I)
- Ability to maintain accurate electronic records (A/I)
- Proficient in the use of Microsoft 365 including Word, Excel, Teams & SharePoint (A/I)
- Good organisational skills and ability to use own initiative (A/I)
- Ability to work effectively both alone and as part of a team, with minimum supervision (A/I)
- Ensure that confidentiality is maintained in all areas of the work of the office and that personal data on staff is not passed to unauthorised enquirers (A/I)
- Experience in community engagement or volunteer coordination (A/I)

### Desirable

- The ability to liaise efficiently and effectively at all levels both within and outside of the city council
- Experience supporting public contributors or community researchers.
- Understanding of health inequalities and community-based research

## Commitment

### Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)

### Other

