

Job Description

Job title

Village Agent (Rural Life Navigators, East Cambridgeshire)

Overall purpose of the job

The Village Agent for the Rural Life Navigators project will extend Cambridgeshire ACRE's preventative community support into rural communities in East Cambridgeshire that have limited access to Community Hubs and existing Village Agent provision. The role will provide trusted, person-centred support to residents experiencing hardship, exclusion or isolation, helping them access information, advice, services and local opportunities before problems escalate.

The role will combine one-to-one resident support, outreach in village halls and community venues, digital inclusion activity, volunteer co-ordination and practical partnership working. A key part of the role will be to recruit, train and support a small cohort of volunteer Rural Life Navigators who can act as trusted local connectors within their communities, within clear safeguarding, data protection and role boundaries.

Main tasks

1. Build trusted relationships in targeted rural communities in East Cambridgeshire, using local networks, parish councils, village halls, Community Hubs, health, housing, welfare and community partners to identify hidden need and promote the project.
2. Receive, assess and triage referrals and enquiries, agreeing proportionate support with residents and making timely onward referrals where needs sit outside the project's remit.
3. Manage an active one-to-one caseload of residents experiencing social isolation, low confidence, digital exclusion, affordability pressures, transport barriers, poor health, caring responsibilities or difficulty accessing services.
4. Support residents to access services, benefits, healthcare appointments, housing support, utility schemes, community activities and other sources of practical help, without providing regulated advice.
5. Plan and deliver outreach, digital inclusion and practical activity sessions in village halls and community venues, helping residents build confidence, connection and access to online and offline support.
6. Recruit, induct, train and support volunteer Rural Life Navigators, ensuring they understand their role as local connectors and work within clear boundaries, escalation routes and safeguarding procedures.
7. Oversee the safe use of project digital equipment, maintaining asset controls and ensuring no unnecessary personal data is stored on devices used for project activity.

8. Identify and respond appropriately to safeguarding concerns, wellbeing risks, lone-working issues and data protection requirements, seeking supervision and escalation where needed.
9. Maintain accurate case records, volunteer records, session records, monitoring information, participant feedback and case study material, contributing to internal reporting, funder reporting and the final learning report.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people and/or vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Minimum level of qualification required for this role:

Qualification required	Subject	Essential / Desirable
Level 2 qualifications including GCSEs (at grades 9 – 4 or A* - C, or O levels at grades A - C), Level 2 NVQ, Level 2 National Diploma or Certificate, Intermediate Apprenticeship or equivalent experience in a relevant field.	Health and/or care; community work; community development; advice, information and guidance; volunteer co-ordination; digital inclusion or a related field.	Essential

Minimum levels of knowledge and experience required for this job:

Identify	Describe	Essential / Desirable
Community wellbeing and support	Understanding of the factors contributing to rural poverty, social isolation, digital exclusion and reduced access to services in rural communities.	Essential
	Understanding of preventative approaches that support people to remain safe, connected and independent within their communities.	Essential
	Experience of providing one-to-one support, outreach, advice or casework with adults.	Essential

Identify	Describe	Essential / Desirable
	Experience of providing proportionate support to individuals with varied social, practical, digital or wellbeing needs, while maintaining clear professional boundaries.	Essential
	Experience of identifying needs, assessing risks and making appropriate referrals.	Essential
	Experience of working with adults who may be vulnerable, isolated or experiencing barriers to accessing support.	Essential
	Experience of giving practical advice, information and support to others.	Essential
Partnership working	Experience of developing positive working relationships with partner organisations, community groups and volunteers.	Essential
	Knowledge of stakeholder engagement, local community mapping, referral pathway development and relationship management.	Essential
Data and information management	Experience of maintaining confidential records and handling sensitive information appropriately.	Essential
	Experience of collecting and recording monitoring information and outcomes.	Essential
	Understanding of GDPR and data confidentiality principles.	Essential
Community engagement	Local knowledge of the communities served by the project, or the ability to develop this quickly.	Essential
	Experience of working with community groups, volunteers and local organisations.	Essential
	Experience of supporting digital inclusion activity, community outreach sessions, Community Hubs or similar community-based initiatives.	Desirable
	Experience of recruiting, inducting, supporting or co-ordinating volunteers.	Desirable

Identify	Describe	Essential / Desirable
Communications	Experience of producing social media content, case studies, newsletters or community communications.	Desirable
	Experience of organising community outreach, information, digital support or low-level activity sessions.	Desirable
Equality, diversity and inclusion	Understanding of equality, diversity and inclusion and the ability to apply these principles in practice.	Essential
Safeguarding	Understanding of safeguarding responsibilities and safe working practices relating to adults at risk and vulnerable individuals.	Essential
	Ability to identify concerns, maintain professional boundaries and follow safeguarding procedures appropriately.	Essential

Minimum skills and personal qualities required for this job:

Identify	Describe	Essential / Desirable
Communication	Excellent interpersonal and relationship-building skills.	Essential
	Ability to build trust with people who may be isolated, anxious, reluctant to seek support or lacking confidence.	Essential
	Ability to communicate clearly and sensitively with a wide range of individuals and organisations.	Essential
	Ability to contribute written information for reports, monitoring returns, case studies and presentations.	Essential
	Ability to develop and maintain effective partnerships with community organisations and stakeholders.	Essential

Identify	Describe	Essential / Desirable
Administration and digital skills	Ability to use Microsoft Office applications including Outlook, Word, Excel and Teams.	Essential
	Ability to support residents with basic digital tasks and to undertake internet-based research to identify relevant services and information.	Essential
	Ability to use CRM systems for case recording and monitoring or willingness to learn.	Essential
Self-management	Ability to manage a varied caseload and competing priorities.	Essential
	Ability to work independently and use initiative.	Essential
	Ability to maintain professional boundaries and manage expectations appropriately.	Essential
	Ability to maintain accurate records and attention to detail.	Essential
	Commitment to continuous learning and professional development.	Essential
	Ability to travel across rural East Cambridgeshire, including undertaking home visits, community outreach and occasional evening or weekend work.	Essential

Disclosure level

What disclosure level is required for this post?	☐	None	☐	Standard
	☐	Enhanced	☒	Enhanced with barred list checks

Other key information about this job

Who the role reports to:	Community Wellbeing Manager
Working hours:	21 hours per week, which may include some evening or weekend work. Cambridgeshire ACRE operates a flexible working system.

Office base:	Homeworking: office accommodation can be provided if required.
Organisation job type:	Admin / Support
Salary:	SCP 7 on the NJC payscale pro rata for 21 hours per week plus contributory pension scheme and travel expenses. SCP 7 is currently paid at £27,274 per annum for a 35 hour week.
Annual leave:	25 days per annum plus bank holidays.
Contract type:	Fixed term until 30-Sep-2027.
Staff to be directly managed:	None, but the postholder will co-ordinate and support volunteer Rural Life Navigators.