



Recruitment Pack

Village Agent (for our Village Agent Plus project)

Who we are and what we do



Established in 1924, Cambridgeshire ACRE is a charity that works alongside the rural communities of Cambridgeshire and Peterborough. We help them take action to make positive changes to their local neighbourhoods.

Whether it's **supporting volunteers** to lead community projects, **bringing local organisations together** to drive meaningful change or **amplifying the voices of our parish and community members**, our charity is deeply embedded in rural community life.

With our support, residents, groups and partners can seize opportunities and realise their aspirations to improve the places, services, facilities and natural environments that are important to them.

Our mission

To inspire, lead and partner with rural communities, enabling local people to create positive, lasting change for themselves.

Our vision

Rural communities across Cambridgeshire and Peterborough where people flourish, connections grow and everyone can thrive.

Our purpose

We exist to empower rural communities. By offering specialist support, facilitating collaboration and championing local voices, we help communities tackle challenges confidently, sustainably and creatively.



Attendees at one of our Community Hubs participating in an art class



Our values

1. Empowerment

We believe rural communities hold the answers to their own success. Our role is to provide the tools, support and encouragement that enable local people to lead and act.

2. Collaboration

We achieve more together. Through genuine partnerships built on trust and understanding, we work alongside communities and stakeholders, pooling expertise and resources.

3. Integrity

Honesty, openness and accountability are non-negotiable. Communities trust us because we always act independently and ethically, placing their needs above all else.

4. Creativity

Innovation drives us forward. We proactively seek imaginative, effective solutions that address rural challenges sustainably and uniquely.

5. Commitment

Our dedication to rural communities runs deep. We remain proactive, reliable and driven, tirelessly advocating and working for a sustainable, inclusive future for rural Cambridgeshire and Peterborough.

Young people taking part in one of our heritage projects





Message from our Chief Executive

Thank you for your interest in the role of Village Agent at Cambridgeshire ACRE.

Across rural Cambridgeshire, many people face challenges such as loneliness, poor access to services, declining mobility, financial pressures and reduced social connections. Our Village Agent Plus project has been developed to provide trusted, preventative support to adults who are socially isolated, housebound or at risk of becoming disconnected from community life. Through regular contact, practical help and strong local networks, the service helps people remain safe, independent and connected within their communities.

As an independent rural community development charity, Cambridgeshire ACRE brings people together, develops partnerships and supports communities to improve quality of life.

We know that early intervention and trusted local relationships can make a significant difference.

This role will be at the heart of that work, providing person-centred support, undertaking home visits and wellbeing check-ins, identifying emerging needs and helping people access the services, activities and opportunities that can improve their wellbeing and independence

At Cambridgeshire ACRE, our staff are critical to making this happen. We are a friendly and supportive team that values your experience, skills and ideas. In return, we provide comprehensive induction, training and the flexibility needed to maintain a healthy work-life balance.

I hope you will explore this information pack further and consider joining us. If you share our commitment to supporting vulnerable rural residents and strengthening community wellbeing, we would be delighted to hear from you.

Hayley

Cambridgeshire ACRE's Chief
Executive, Hayley Neal



The role at a glance



Hours

35 per week (although we would be open to someone wanting to work anywhere between 28 and 35 hours per week)

Salary

SCP 7 on the NJC payscale (currently £27,274 per annum for a 35-hour week) plus contributory pension scheme and travel expenses.

Location

Home based with frequent travel across Fenland and South Cambridgeshire

Contract length

Fixed term to 31-Mar-2027 initially, but we are hopeful we will be able to offer an extension

Disclosure

Enhanced DBS with barred list checks.

Holiday

25 days per year plus bank holidays

Reports to

Community Wellbeing Manager

Other workplace benefits

- Working from home allowance
- Flexible working
- Workplace pension scheme including an option for salary sacrifice
- Support and encouragement with personal development



Job purpose and main tasks



Local residents having lunch at one of our Community Hubs

We are seeking an enthusiastic and motivated Village Agent to join Cambridgeshire ACRE and provide preventative, person-centred support to adults who are socially isolated, housebound or at risk of becoming disconnected from community life.

Working with individuals, community groups, parish councils, health and care organisations, volunteers and local partners, you will build trusted relationships, undertake wellbeing check-ins and home visits, identify emerging needs, and help people access the support, services and community opportunities that can improve their wellbeing and independence.

This role combines community engagement with direct support for individuals. You will manage a caseload, coordinate referrals, maintain accurate records, contribute to monitoring and evaluation, and help deliver a service that enables rural residents to remain safe, connected and independent within their communities.

Job purpose and main tasks

Continued...



Main tasks

1. Build and maintain strong relationships with local residents, community groups, parish councils, health services, housing providers, volunteers and other partner organisations to identify needs, promote the service and strengthen referral pathways.
2. Receive, assess and triage referrals from individuals and partner organisations, determining appropriate levels of support and ensuring people access the right services and opportunities at the right time.
3. Manage an active caseload of adults who are socially isolated, housebound or at risk of disengaging from community life, providing regular telephone check-ins, home visits and person-centred support to improve wellbeing, confidence and independence.
4. Identify emerging risks and barriers affecting individuals, including loneliness, declining mobility, financial hardship, digital exclusion, housing concerns and deteriorating wellbeing, taking appropriate action and making timely referrals where required.
5. Support individuals to access services, benefits, advice, community activities, Community Hubs and other opportunities that help them remain safe, connected and independent within their communities.
6. Provide practical wellbeing support, including advice relating to energy affordability, income maximisation, the Priority Services Register and other support schemes relevant to individual circumstances.
7. Identify and appropriately respond to safeguarding concerns and wellbeing risks, maintaining professional boundaries and following organisational safeguarding, lone working, health and safety, confidentiality and data protection procedures at all times.
8. Maintain accurate case records, contact logs and monitoring information using the organisation's CRM and reporting systems, ensuring compliance with GDPR requirements and contributing to effective service management.
9. Collect outcome and evaluation data, including participant feedback and case studies, and contribute to project reporting, partnership working and continuous improvement of the Village Agent Plus service.



Qualifications, knowledge & experience, and skills & personal qualities needed

Please download the full job description and person specification to read the complete list of qualifications, knowledge & experience, and skills & personal qualities we are looking for in the person who takes on this role. The following provides a high-level summary:

Essential

- Level 2 qualification (or equivalent experience) in health and social care, community development, community work, advice services or a related field.
- Understanding of loneliness, social isolation and the challenges facing rural communities, together with preventative approaches that help people remain independent and connected.
- Experience of providing one-to-one support, outreach, advice or casework with adults, including those with complex wellbeing, social or practical support needs.
- Experience of assessing needs, identifying risks and making appropriate referrals and signposting.
- Experience of working with vulnerable, isolated or hard-to-reach individuals, and of building effective relationships with community groups, volunteers and partner organisations.
- Experience of maintaining confidential records, collecting monitoring information and handling sensitive data in line with GDPR requirements.
- Understanding of safeguarding responsibilities, equality, diversity and inclusion, and safe working practices when supporting adults at risk.
- Strong communication, relationship-building and organisational skills, with the ability to manage a caseload, prioritise work, maintain accurate records and work independently.
- Good digital skills, including Microsoft Office and CRM systems, together with the ability to travel across the project area and undertake occasional evening or weekend work.

Desirable

- Experience of supporting Community Hubs, community-led initiatives or wider community engagement activities.
- Experience of promoting health, wellbeing or community support services and developing local networks.
- Experience of producing communications materials, case studies, newsletters, social media content or community presentations.
- Local knowledge of Fenland and/or South Cambridgeshire communities.



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How to apply



Thank you for your interest in this role and joining Cambridgeshire ACRE. We are an equal opportunities employer and welcome applications from every part of the community.

If you would like to talk to someone about this role before you apply, please contact Alison Brown, Head of Business Services via alison.brown@cambsacre.org.uk

To apply, please submit your CV and supporting statement (ideally maximum 2 sides of A4) which should outline your interest and explain how you meet the role criteria. Please note that applications without a supporting statement will not be accepted.

Please ensure that your application is emailed to alison.brown@cambsacre.org.uk inserting “**Cambridgeshire ACRE – Village Agent**” into the subject field.

Use of AI

We understand that you may wish to use AI tools to help you with some aspects of your application, but we do expect tailored applications which are personalised to your experiences and not generic applications which are completed AI generated. We encourage you to be transparent about AI usage in your application.

Closing date

Monday 26 October 2026 at 8am.



Selection process

Applications will be shortlisted by a panel against the qualifications, knowledge and experience, skills and personal qualities set out in the person specification. Please make sure your application clearly evidences the essential criteria.

Shortlisted applicants will be invited to interview. Our normal practice is to share interview questions in advance with successful candidates.

Appointment to this role is subject to an Enhanced DBS check with barred list checks.

Equal Opportunities Monitoring

Cambridgeshire ACRE is committed to promoting equality, diversity and inclusion. To help us understand whether our recruitment processes are accessible and reaching a diverse range of candidates, we ask applicants to complete an equality monitoring survey as part of the recruitment process. We will email this to you on receipt of your application.

The information collected helps us monitor the effectiveness of our recruitment practices, identify any barriers to participation and support our commitment to fair and inclusive recruitment. Completion of the survey is voluntary.

The information you provide will be treated confidentially and reported only in an anonymised format. It will be processed in accordance with UK data protection legislation and will not be shared with recruiting managers or panel members. The information does not form part of the selection process and will not influence any recruitment decisions.



Volunteers at one of our Community Hubs



Hear from our staff

Don't just take our word for it. Here, Rachael, our Senior Community Development Officer, explains why you should consider working for Cambridgeshire ACRE.

1. What attracted you to apply for a job at Cambridgeshire ACRE?

The job I applied for combined two of my skills - gardening and teaching. Cambridgeshire ACRE supported me to get back into the world of work after taking 10 years out to raise a family.

2. What are the aspect of your job that you enjoy most?

I get huge enjoyment out of working with people. It is great being able to give somebody the information and support they need to enable them to achieve something in their community. I love working with volunteers – I am always amazed at their generosity of spirit, and they make me laugh in so many ways. There are great people out there and this job helps you to connect with them. I feel I am trusted to manage the development and delivery of work programmes and like finding interesting and creative ways to solve the challenges this presents.

3. What opportunities have there been for you to develop your skills and experience whilst working for the organisation?

Cambridgeshire ACRE gives me such a wide variety of work that my knowledge, skills and experience are constantly growing.

I am supported to develop missing skills and identify training needs. I have received a wide range of training including community development theory, film making, volunteer management and use of social media. Staff are always happy to share their skills and experience. It is a friendly place to work.

4. Why would you recommend that people apply for a job at Cambridgeshire ACRE?

Working at Cambridgeshire ACRE will give you a rewarding job; friendly & supportive colleagues and a flexible working life.

Cambridgeshire ACRE Senior Community Development Officer, Rachael





Hear from our staff

Don't just take our word for it. Here, Lisa, our Community Development Officer, explains why you should consider working for Cambridgeshire ACRE.

1. What attracted you to apply for a job at Cambridgeshire ACRE?

I was looking for a job where I could work closely with communities, Cambridgeshire ACRE has a long and trusted history of working effectively with parishes, local charities and community groups. They are well-known and respected in the voluntary sector.

2. What are the aspect of your job that you enjoy most?

My work is varied and I enjoy being involved in several different projects at a time. At the root of all our work is being able to help and support communities and families which gives me a great deal of satisfaction. Community development has taught me you need to be adaptable to any situation; no two communities are alike and you need to be able to respond positively and proactively to get the very best out of people.

3. What opportunities have there been for you to develop your skills and experience whilst working for the organisation?

I have been able to increase my skill level and knowledge by working across different community development projects. This has been enhanced by attending training events, as well as self-directed learning. The annual performance review process allows time to reflect and set new challenges, so you continue to grow in your role.

4. Why would you recommend that people apply for a job at Cambridgeshire ACRE?

Applying for a job with Cambridgeshire ACRE is a great opportunity to work for an organisation committed to rural community development enabling you to directly make a difference in people's lives. The Charity is well respected in the voluntary sector and has a long history of supporting communities. I have found the organisation to be a very responsive employer that has supported me to grow and improve in my role.

Cambridgeshire ACRE's Community Development Officer, Lisa





Get in touch

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