



Recruitment Pack

Village Agent (Rural Life Navigators, East Cambridgeshire)

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 for our Rural Life Navigators project at Cambridgeshire ACRE.

In rural East Cambridgeshire, people experiencing hardship, exclusion or isolation can face significant barriers to advice, services and local opportunities. Rural Life Navigators will extend our trusted, preventative community support into villages with limited access to Community Hubs and existing Village Agent provision.

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 help and trusted local relationships can prevent problems from escalating.

This role will be at the heart of that work: providing person-centred support, delivering outreach and digital inclusion activity, and helping residents access practical help while maintaining clear professional boundaries.

You will also recruit, train and support volunteer Rural Life Navigators to act as trusted local connectors, working within clear safeguarding, data protection and escalation procedures. At Cambridgeshire ACRE, our friendly team will support you with induction, training and flexible working.

I hope you will explore this information pack and consider joining us. If you share our commitment to helping rural residents stay safe, connected and independent, we would be delighted to hear from you.

Hayley

Cambridgeshire ACRE's Chief
Executive, Hayley Neal



The role at a glance



Hours

21 hours per week, which may include some evening or weekend work. Cambridgeshire ACRE operates a flexible working system.

Salary

SCP 7 on the NJC payscale, pro rata for 21 hours per week, plus contributory pension scheme and travel expenses. The full-time salary is currently £27,274 for a 35-hour week.

Location

Homeworking, with office accommodation available if required, and travel across rural East Cambridgeshire for home visits and community outreach.

Contract length

Fixed term until 30 September 2027.

Disclosure

Enhanced DBS with barred list checks.

Holiday

25 days per annum 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 a trusted and motivated Village Agent to extend Cambridgeshire ACRE's preventative community support into rural East Cambridgeshire, particularly communities with limited access to Community Hubs and existing Village Agent provision.

You will provide person-centred support to residents experiencing hardship, exclusion or isolation - assessing needs, managing a one-to-one caseload and helping people access information, services, benefits, healthcare, housing support, utility schemes and local opportunities before problems escalate.

The role combines village outreach, digital inclusion and practical activity sessions with partnership working and volunteer co-ordination. You will recruit and support volunteer Rural Life Navigators as trusted local connectors, while maintaining accurate records and working within clear safeguarding, data protection and professional boundaries.

Job purpose and main tasks

Continued...



Main tasks

1. Build trusted relationships across targeted rural communities in East Cambridgeshire, using parish councils, village halls, Community Hubs and health, housing, welfare and community networks to identify hidden need and promote the project.
2. Receive, assess and triage referrals and enquiries, agree proportionate support with residents and make timely onward referrals when needs sit outside the project's remit.
3. Manage an active one-to-one caseload involving isolation, low confidence, digital exclusion, affordability pressures, transport barriers, poor health, caring responsibilities or difficulty accessing services.
4. Help residents access services, benefits, healthcare appointments, housing support, utility schemes, community activities and other practical help—without providing regulated advice.
5. Plan and deliver outreach, digital inclusion and practical activity sessions in village halls and community venues, building confidence, connection and access to online and offline support.
6. Recruit, induct, train and support volunteer Rural Life Navigators, ensuring clear role boundaries, escalation routes and safeguarding procedures.
7. Oversee safe use of project digital equipment, maintain asset controls and ensure unnecessary personal data is not stored on project devices.
8. Identify and respond appropriately to safeguarding concerns, wellbeing risks, lone-working issues and data protection requirements, seeking supervision and escalation when needed.
9. Maintain accurate case, volunteer and session records, monitoring information, feedback and case studies, contributing to internal, funder and final learning reports.



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 qualifications—or equivalent relevant experience—in health/care, community work or development, advice and guidance, volunteer co-ordination, digital inclusion or a related field.
- Understanding of rural poverty, social isolation, digital exclusion, reduced access to services and preventative approaches that help people remain safe, connected and independent.
- Experience of one-to-one support, outreach, advice or casework with adults, providing proportionate help for varied social, practical, digital or wellbeing needs while maintaining boundaries.
- Experience of identifying needs, assessing risks, making appropriate referrals and supporting adults who may be vulnerable, isolated or facing barriers to support.
- Ability to build effective relationships with residents, community groups, volunteers and partners; knowledge of community mapping and referral pathways; and local knowledge or the ability to develop it quickly.
- Experience of confidential record keeping, monitoring outcomes and handling sensitive information, with sound understanding of GDPR and data confidentiality.
- Understanding of equality, diversity and inclusion, safeguarding responsibilities and safe working practices for adults at risk.
- Excellent interpersonal, written and digital skills, including Microsoft Office, basic digital support and research, and CRM use or willingness to learn.
- Ability to manage a varied caseload and priorities, work independently, maintain accurate records and travel across rural East Cambridgeshire for home visits, outreach and occasional evening or weekend work.

Desirable

- Experience of digital inclusion, Community Hubs, community outreach or similar community-based activity.
- Experience of recruiting, inducting, supporting or co-ordinating volunteers.
- Experience of producing social media content, case studies, newsletters or other community communications.
- Experience of organising outreach, information, digital support or low-level activity sessions.



ees at a Community Hub trying
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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 email these documents to alison.brown@cambsacre.org.uk adding “**Cambridgeshire ACRE – Village Agent (Rural Life Navigators)**” 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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