



# **RECRUITMENT PACK**

Engagement Officer





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# ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.



## **A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT**

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

## **A TIME OF OPPORTUNITY AND CHANGE**

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.



## A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in joining Live Borders.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister  
Chief Executive  
Live Borders



# THE ROLE

**Hours:** 37 hours per week / Permanent

**Location:** Headquarters, Newtown St Boswells

**Salary:** £26,392.60 - £28,534.10

The Engagement Officer role is about listening, connecting and building meaningful relationships. You'll lead engagement activity across Live Borders services, working with communities, partners and stakeholders to ensure people are genuinely involved and their voices are heard.

Through workshops, conversations, surveys and other engagement approaches, you'll gather lived experience and qualitative insight to help shape services and decisions. Working closely with colleagues in marketing, communications and insight, you'll help ensure Live Borders remains inclusive, responsive and rooted in the communities it serves.

This is a role for someone passionate about people, place and participation.



# KEY RESPONSIBILITIES

<b>Community &amp; Stakeholder Engagement</b>	<p>Build and maintain positive, trusted relationships with communities, stakeholders, partners and user groups.</p> <p>Coordinate our educational activities and be the single point of contact with Scottish Borders Council Education and Live Borders Educational Officers, ensuring collaborative working and consistency in programming.</p> <p>Design and deliver inclusive, proportionate engagement activity, including workshops, focus groups, drop-ins, surveys and other appropriate methods.</p> <p>Ensure engagement approaches are accessible, ethical and appropriate to the audience and context.</p>
<b>Engagement Planning and Delivery</b>	<p>Lead the delivery of engagement activity across Live Borders services, in line with agreed engagement strategies and organisational priorities.</p> <p>Develop engagement plans, approaches and schedules for assigned activity, working within frameworks set by the Head of Engagement and Senior Marketing Officer.</p> <p>Take responsibility for the delivery and evaluation of assigned engagement activity, escalating risks or issues as appropriate.</p>
<b>Engagement Feedback &amp; Lived Experience</b>	<p>Gather qualitative feedback, lived experience and perspectives through engagement activity.</p> <p>Identify and summarise key themes, issues and contextual insight arising from engagement.</p> <p>Provide clear, accessible feedback summaries to services to support understanding of community views.</p>
<b>Working with Services</b>	<p>Act as a key engagement contact for assigned services, providing advice on engagement approaches, methods and good practice.</p> <p>Support services to plan, deliver and respond to engagement activity as part of service development, change or review.</p> <p>Encourage learning from engagement activity and support services to close the feedback loop with communities.</p>
<b>Working with Insight and Data</b>	<p>Work collaboratively with the Marketing Officer (Insights) to ensure engagement feedback is appropriately contextualised and combined with wider quantitative data and insight.</p> <p>Support the interpretation of data by providing qualitative context and explanation, without duplicating data analysis or reporting functions.</p>



# KEY RESPONSIBILITIES

<b>Working with Services</b>	<p>Act as a key engagement contact for assigned services, providing advice on engagement approaches, methods and good practice.</p> <p>Support services to plan, deliver and respond to engagement activity as part of service development, change or review.</p> <p>Encourage learning from engagement activity and support services to close the feedback loop with communities.</p>
<b>Equality, Inclusion &amp; Accessibility</b>	<p>Ensure engagement activity reflects equality, diversity and inclusion principles.</p> <p>Take proactive steps to reach under-represented groups and reduce barriers to participation.</p> <p>Promote inclusive engagement practice across services.</p>
<b>Digital &amp; Engagement Channels</b>	<p>Use digital and in-person channels to support engagement activity where appropriate.</p> <p>Work with Marketing and Communications colleagues to ensure engagement activity is supported by clear, accessible communications.</p> <p>Work with Insights colleagues to ensure digital engagement activity is supported by appropriate data collection approaches.</p>
<b>Reputation, Trust &amp; Relationships</b>	<p>Support positive relationships between Live Borders and its communities through transparent, respectful and responsive engagement.</p> <p>Identify and escalate sensitive or reputational issues arising from engagement activity in line with agreed procedures.</p>
<b>Budget &amp; Resources</b>	<p>Manage allocated engagement budgets, monitoring spend and ensuring activity delivers value for money.</p> <p>Process requisitions, purchase orders and invoices in line with financial procedures.</p> <p>Identify opportunities to improve the effectiveness and efficiency of engagement activity.</p>





## OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.
- Live Borders offers a flexible working environment, with a hybrid approach.

# KNOWLEDGE & EXPERIENCE

## EDUCATION

Essential	Assessed	Desirable	Assessed
Highers, A levels or through career CPD and experience	A/I	Relevant qualification or training in engagement, community development or a related field	A/I

## EXPERIENCE

Essential	Assessed	Desirable	Assessed
Ability to communicate clearly and sensitively with diverse audiences.	A/I	Experience working in a public, third-sector organisation.	A/I



Experience working in an engagement, community development, consultation or customer-focused role	A/I	Experience of inclusive engagement, co-production or participatory approaches	A/I
Proven experience of planning and delivering engagement activity with a range of audiences.	A/I	Experience using digital engagement or survey tools (in a facilitative rather than analytical role).	A/I
Experience of gathering and summarising qualitative feedback and lived experience	A/I		

## SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Strong facilitation and interpersonal skills, with the ability to build trust and rapport	A/I	Understanding of equality, diversity and accessible engagement practice.	A/I
Ability to communicate clearly and sensitively with diverse audiences.	A/I		
Strong organisational skills, with the ability to manage multiple priorities and deadlines.	A/I		
Ability to work collaboratively across teams and services.	A/I		
Good working knowledge of Microsoft Office and data analysis tools.	A/I		



# PACKAGES & BENEFITS

**Pension:** Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

**Holidays:** Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

**ASVA membership:** We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

**Cyclescheme:** Saves the employee tax and NI contributions on the purchase of a new bike and accessories

**Help@Hand:** Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including -

- Counselling and legal information
- Financial Support
- Remote GPs: where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts - access savings and rewards across a variety of big brands



# NEXT STEPS

If you would like more information or an informal chat about the role, please contact Karen Nichol on [knichol@liveborders.org.uk](mailto:knichol@liveborders.org.uk)

If you would like to apply for this post, head to <https://liveborders.bamboohr.com/careers>

**Hours:** 37 hours per week / Permanent

**Location:** Headquarters, Newtown St Boswells

**Salary:** £26,392.60 - £28,534.10

**Closing Date:** 23<sup>rd</sup> February at 9am

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our people team [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) to discuss your needs.

We look forward to receiving your completed application.