



# Recruitment Pack

## Community Engagement Lead

July 2026



## Thank you for your interest in working with Lancashire Mind

### Who are we?

Lancashire Mind is an award winning, independent mental health charity, delivering a strategy that was co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the Mind Federation, linking us with national Mind and around 100 local Mind organisations across England and Wales. This provides excellent opportunities for good practice sharing and partnership working.

**Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.**

To achieve this, we:

**Connect Minds** through ongoing engagement and co-creation.

**Change Minds** by challenging stigma and increasing knowledge around mental health.

**Support Minds** by being a source of help, where, when, and how people need it.

We value being:

#### Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

#### Bold

We're not afraid to demand better for people who need our help.

#### Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

#### Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that's representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

**Join us to connect, change and support minds in Lancashire.**



# Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

***“I’m extremely grateful for the support I’ve had and the opportunities I’ve been given within my time working here.”***

## Flexible working

We operate a hybrid working policy. For office-based roles, you'll split your time between home and our office in Leyland. You'll also spend time working in communities, at a range of different venues. Depending on the requirements of the role, we can consider remote working.

Our full-time hours are 35 hours per week. We're open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

## Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

***“It’s a really rewarding job and I love the team spirit.”***



## Wellbeing benefits

Our workplace wellbeing scheme is provided by a small team of staff champions. They organise wellbeing activities and run surveys, giving staff opportunities to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you access to a GP advice line and emotional support 24/7, plus access to virtual GP consultations and counselling sessions.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff.

***“Amazing place to work, lots of opportunities for employees to grow in roles...a focus on wellbeing.”***

## Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

### **Learning and development**

You'll have protected time during regular 1:1s with your line manager, to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.

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## **Who you'll work with**

The Community Engagement Lead reports to the Head of Housing and Community Projects.

You'll lead a small Community Engagement Team and work alongside staff, volunteers and people with lived experience to deliver our Connecting Communities project, which aims to bridge the gap between services and marginalised communities through delivery and education – along with a couple of other, smaller projects, that improve mental health and wellbeing, strengthen community connections and ensure the voices of local people help shape the services we provide.

Our work is funded through a range of sources, including charitable trusts, grant-making organisations, NHS partners and local authorities.

You'll work closely with community organisations, funders, statutory services and local stakeholders to build strong

partnerships that support project delivery and create opportunities for future development.

You'll also collaborate with colleagues across Lancashire Mind, helping to ensure that community insight, engagement activity and lived experience perspectives inform organisational learning, service development and improvement.

### **Your role**

In this exciting and varied role, you'll provide leadership for Lancashire Mind's community engagement function, ensuring projects, programmes and engagement activities are delivered effectively and achieve meaningful outcomes for local communities.

A key part of the role is maintaining oversight of various projects and programmes. You'll support the team to deliver against agreed objectives, outputs and outcomes, ensuring projects remain well managed, risks are addressed proactively and reporting requirements are met. You'll use data, feedback and community insight to evaluate impact, identify learning and support continuous improvement.

Another important aspect of the role is strengthening Lancashire Mind's approach to lived experience participation and coproduction. You'll work alongside people with lived experience, volunteers and communities to create meaningful opportunities for involvement and ensure their voices influence project delivery, engagement activity and future service development.

You'll contribute to the development of new projects and funding opportunities by providing operational insight, community intelligence and delivery expertise, helping to shape future services and areas of growth.

Every day will be different. A typical office day might include meeting with team members, reviewing project performance, analysing monitoring data, preparing reports, planning engagement activity, supporting partnership development or contributing to discussions about future opportunities.

Other days will be spent attending meetings with partners, facilitating engagement sessions, visiting project locations, supporting community events, working with people with lived experience or representing Lancashire Mind at external forums and networks across Lancashire.

We're looking for someone who believes in our vision of a Lancashire where everyone achieves the best mental health and wellbeing possible. Someone who is passionate about community engagement, values the importance of lived experience and enjoys building partnerships and opportunities that create lasting positive change.

# Job description

**Job title:** Community Engagement Lead

**Hours:** 24.5 hours per week

**Contract:** Fixed term to 31st May 2029

**Salary:** £32,300 pro rata (£22,610 actual)

**Responsible to:** Head of Housing and Community Projects

**Location:** Based in Leyland, Lancashire with activities across the county. Hybrid and flexible working options available.

## Main Purpose of the Role

The Community Engagement Lead provides operational leadership for Lancashire Mind's community engagement function, including externally funded community projects, lived experience participation and engagement activity. You will manage the Community Engagement Team and support Lancashire Mind's approach to lived experience engagement and coproduction across community-based work.

You are responsible for ensuring projects are well-managed, effectively monitored and delivered to agreed objectives, outputs and outcomes, whilst supporting the development of community partnerships, participation opportunities and future growth.

## Key Areas of Accountability

- Operational management of community engagement projects and programmes
- Oversight of project performance, monitoring and reporting
- Leadership and line management of community engagement staff
- Development of lived experience engagement and participation
- Partnership and stakeholder engagement
- Contribution to service development and funding opportunities

## Main Duties and Responsibilities

- Lead the operational delivery and development of Lancashire Mind's community engagement programmes and funded projects, ensuring delivery against agreed objectives, outputs, outcomes and timescales.
- Maintain clear oversight of project delivery across all areas of responsibility, including targets, risks, actions, performance measures and reporting requirements; keeping project management systems accurate and up to date.
- Lead and line manage Community Engagement Team staff, providing supportive leadership, performance management, regular supervision and development support.

- Lead the development and implementation of Lancashire Mind’s lived experience engagement and participation approach, ensuring lived experience voice and influence is embedded meaningfully across projects, engagement activity and service development.
- Build and maintain effective relationships with funders, community organisations, statutory partners and local stakeholders across Lancashire to support project delivery, engagement and future opportunities.
- Identify opportunities to strengthen Lancashire Mind’s reach into underserved communities and reduce barriers to participation and engagement.
- Oversee the collection, monitoring and analysis of data and evaluation information to demonstrate impact, support learning and meet internal and external reporting requirements.
- Manage allocated project budgets effectively and in line with organisational and funder requirements.
- Provide operational oversight and support to Lancashire Mind’s lived experience structures, including the Lived Experience Panel and Youth Advisory Group.
- Work alongside staff, volunteers, communities and people with lived experience to support meaningful coproduction and accessible engagement opportunities.
- Use insight, community feedback, engagement activity and lived experience to inform service improvement and future project development.
- Contribute to the development of funding applications and new opportunities by providing operational insight, delivery planning and community intelligence.
- Support Lancashire Mind’s commitment to equity, diversity and inclusion through inclusive and accessible engagement approaches.
- Understand and implement Lancashire Mind policies and procedures, including safeguarding, lone working, health and safety and information governance.
- Attend internal and external meetings, events and training as required.
- Undertake flexible working hours, including occasional evening and weekend work where required, operating within Lancashire Mind’s TOIL policy.
- Travel across Lancashire as required.
- Undertake any other duties reasonably required by a Senior Manager appropriate to the level of the role.

**Please note:** Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to a basic Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.

# Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
<b>Knowledge and experience</b>	1. Experience of managing community-based projects or services.	A
	2. Experience of managing and supporting project teams.	A and I
	3. Experience of project management, in particular managing performance data to drive accountability, improve performance and demonstrate impact.	A and I
	4. Experience of building and maintaining effective relationships with a diverse range of stakeholders such as community organisations, statutory services, funders and partners.	A and I
	5. Experience of engaging with communities and facilitating meaningful participation and engagement.	A and I
	6. Knowledge and understanding of safeguarding, GDPR, confidentiality and professional boundaries.	A
	7. Knowledge and understanding of the value of lived experience involvement and co-production within service development.	I

<b>Skills, abilities and competencies</b>	1. Ability to communicate effectively and build positive relationships with a wide range of internal and external stakeholders.	I
	2. Ability to provide supportive leadership, motivate others and manage performance effectively.	I
	3. Ability to analyse information, identify risks, solve problems and implement practical solutions.	I
	4. Ability to plan, organise and prioritise workload effectively across multiple projects and responsibilities.	I
	5. Proactive, adaptable and solution focussed with the ability to work effectively in a changing environment.	I
	6. Excellent IT skills, including Microsoft 365, and the ability to learn and use project management, monitoring and reporting systems.	A
<b>Personal attributes</b>	1. Passionate about improving mental health and wellbeing and supporting stronger, healthier communities.	A
	2. Demonstrable commitment to equality, diversity, inclusion and reducing barriers to participation.	I
	3. Takes accountability for their own work and supports others to achieve high standards of performance.	I



# To apply

If you would like to discuss the job before applying, contact Tara Horner, Head of Housing and Community Projects – [tarahorner@lancashiremind.org.uk](mailto:tarahorner@lancashiremind.org.uk)

**The deadline for applications is 5pm on 30<sup>th</sup> July 2026.**

Applications must be submitted using the online application form on our career site - [Lancashire Mind - current job openings](#).

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

If you have any issues with the career site, please email [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk).

**Interviews for this post are scheduled to take place on 11<sup>th</sup> August 2026.**

Shortlisted candidates will be notified no later than 5<sup>th</sup> August. Interviews will be held in-person at the Lancashire Mind office in Leyland.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660.

# What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Leyland. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- The interview task is used to test IT skills and the ability to complete a task related to the role being applied for. 30 minutes is allowed for the task, which usually takes place before you meet the panel. There's no need to do any preparation for the task.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering. The panel will provide you with a copy of the questions they are going to ask so that you can read them as they are being asked.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.
- We can adapt the interview process for individuals where required. There's space on the job application form to request reasonable adjustments.

## **Lancashire Mind**

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