

Job Description



Job Title: Be Connected Officer	Service Area: Adult Social Care	
Directorate: Adults and Health Operations	Post Number:	Evaluation Number: 7526
Grade: PO1	Date last updated: April 2026	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

The Be Connected Team are responsible for engaging with a wide range of organisations and partners on the issue of loneliness, with the intention of creating an action focused dialogue and commitment to create positive change across the Council and to the lives of Newham residents. The Service aims to:

- Increase awareness of loneliness and its impact
- Identify opportunities to support the development and capacity of other services or organisations to meaningfully include people.
- Work with partners and community organisations to identify and meet gaps in provision linked to lonely resident interests.

Overall Purpose of Job

The Be Connected Officers and Development Officers will innovatively build community capacity to create opportunities and spaces for Newham residents to access activities and services that build connections. The job will involve developing links with and practical and direct support of vulnerable adults with potential health and social care needs.

- To promote health and wellbeing to enable people to stay independent
- To prevent people needing any or additional social or health care
- To support the development and capacity of other services or organisations to meaningfully include people
- To develop sustainable links with places where people experience a sense of belonging. To support colleagues in developing these approaches in their work
- To assist vulnerable people to make meaningful connections within the community
- Develop expertise and knowledge regarding supports and opportunities in particular geographical areas and link people to them.

Job Summary

1. The post holder reports to the Social Value and Be Connected Manager
2. The post holder will work closely with the Community Neighbourhood teams, staff in Adult Social Care, Health and other relevant organisations across the Borough.
3. Develop sustainable links with places where people experience a sense of belonging. To support colleagues in developing these approaches in their work.
4. Promote health and wellbeing initiatives that enable residents to stay active and independent.
5. Provide appropriate support towards achieving outcomes that prevent people needing any or additional social or health care.
6. Liaise and work collaboratively with other health, social and third sector services to meet residents needs
7. The post holder will be required to work some evenings, weekends and occasional public holidays to meet service requirements.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder. Employees will be expected to carry out such other reasonable duties that may be required from time to time.

To undertake all responsibilities listed below:

1. Promote participation of lonely and / or socially isolated adults (including carers, older, disabled, and vulnerable adults) within a variety of community activities by developing connections with local organisations, community groups, businesses, GPs, community centres and Community Neighbourhood activity
2. Assist individuals to develop and expand participation in community activities and to build relationships with friends and acquaintances
3. Work co-operatively with others engaged in community building and network with community members and organisations to develop community building strategies and opportunities
4. Develop a detailed knowledge of the local area, working with GPs, community centres, sustainable groups, etc and enabling links with other preventative and community services
5. Ensure the active engagement of users, carers and staff in the development and delivery of services, including managing the communication requirements
6. Be proactive with internal staff and with other organisations to promote the aims of the service, increase awareness of loneliness and social isolation and the importance community connections
7. Provide supervision and/or training to volunteers, sessional or other staff engaged in community building activities, linking to Community Neighbourhood volunteers
8. Be accessible to staff involved with the service and to seek people's opinions and ideas to inform the development of the work
9. Evaluate and share learning and theories with colleagues to shape further work around the community hub approach
10. Identify gaps in provision/support and report and/or make recommendations
11. Work flexibly to take part in community activities required
12. Carry out all duties in the context of and in compliance with the Council's equal opportunities policies
13. Participate in job-related training, staff meetings and supervision meetings as Required
14. Clearly account for any finances associated with the post
15. Maintain records as required by the department
16. Carry out other duties as required which are in keeping with the postholder's responsibilities
17. Report progress against performance targets and strategic objectives

Personal Specification



Job Title: Be Connected Officer	Service Area: Adult Social Care	
Directorate: Adults and Health Operations	Post Number:	Evaluation Number: 7526
Grade: PO1	Date last updated: April 2026	
<p>IMPORTANT INFORMATION FOR APPLICANTS</p> <p>The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible</p>		
<p>EQUALITY AND DIVERSITY</p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p>		
<p>PROTECTING OUR STAFF AND SERVICES</p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>		

CRITERIA- Essential	METHOD OF ASSESSMENT
<p>KNOWLEDGE: Excellent understanding of key national and local drivers that affect health and social care</p> <p>Knowledge of community engagement approaches</p> <p>Knowledge of Newham’s key partners who can influence wellbeing</p> <p>Knowledge of how to connect people in their community</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>Experience of working in adult social care and/or the NHS or community or voluntary sector.</p>	<p>Application and Interview</p>

<p>Experience of working with multidisciplinary teams in changing and developing services.</p> <p>Proven experience of working collaboratively with stakeholders to evaluate and share learning to achieve service improvement.</p> <p>Demonstrable experience of community engagement including reaching diverse communities and people with a range of needs.</p> <p>Experience of developing networks internal and external to the organisation.</p> <p>Proven ability to work with and influence professionals.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Ability to communicate at all levels across the organisation, with partners and with individuals with a range of needs.</p> <p>Ability to produce clear reports.</p> <p>Ability to organise tasks and workload independently and to demonstrate accountability in supervision.</p> <p>Ability to manage any budgets associated with the post.</p> <p>Ability to capture accurate and reliable data to verify outputs and outcomes</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>This post is subject to an enhanced Adults DBS check.</p>	<p>Satisfactory clearance at conditional offer stage</p>