



Research, Community Engagement and Communications Specialist

Job Details

Location: West End of Morecambe (initially Citizens Advice North Lancashire, Oban House, 87-89 Queen Street, Morecambe, LA4 5EN)

Employer: Citizens Advice North Lancashire

Salary: £34,000 per year

Hours: Full time – 36.25 hours per week

About Pride in Place

Pride in Place is an ambitious programme focused on strengthening communities and improving neighbourhoods. In Morecambe's West End, the programme aims to work with residents, organisations and stakeholders to shape a positive future for the area. We are particularly interested in candidates who live, have lived, or work in the West End of Morecambe and understand the place and its community.

Role Overview

Lead research, engagement and communications for Pride in Place, ensuring the voices of residents in the West End of Morecambe shape the future of the programme and its activities.

Key Responsibilities

- Conduct research with residents to understand community needs and ideas
- Organise engagement activities including surveys, focus groups and events
- Build relationships with residents and community groups

- Ensure community voices inform Pride in Place Board decisions
- Produce accessible communications including newsletters, social media and updates
- Share project impact with residents, partners and funders
- Support Expert and Community Voice panels
- Ensure engagement methods are inclusive and accessible

Person Specification

We recognise that talent and experience come from many different paths. We welcome applications from people with professional, voluntary or lived experience.

Essential

- Strong understanding of the West End of Morecambe and its community
- Experience engaging with people from diverse backgrounds
- Ability to listen, build trust and communicate clearly
- Experience gathering feedback or insights from communities
- Ability to present information clearly in writing and verbally
- Creativity in communicating information in accessible ways
- Commitment to inclusive engagement

Desirable (not essential)

- Experience conducting research or community consultation
- Experience producing newsletters, social media or other communications
- Experience working with community groups or voluntary organisations
- Experience presenting findings or insights to decision-makers

Application Process

Applicants should submit:

- A CV
- A covering letter (maximum 2 pages) explaining:
 - Why you want the role
 - Your connection to the West End of Morecambe
 - Your vision for what the West End could become in the future

Applications should be sent by email to kellyp@northlancashirecab.org.uk.

Any questions about the recruitment process should also be sent to Kelly Pritchard at this email address.