

PERSON SPECIFICATION

POST: Community Engagement Officer

PREPARED BY Warwick Neale

DATE 18th July2019

ATTRIBUTES	REQUIREMENTS	Essential (E) or Desirable (D)	HOW IDENTIFIED (Application Form, Interview or Test etc)	WEIGHTING HIGH (x3) MEDIUM (x2) LOW (x1)
Education and Qualifications	Have a current full and valid UK driving license.	E	Application form	3
	GCSE A-C, 'O' Level standard or equivalent in English Language. GCSE A-C, 'O' Level standard or equivalent in Maths.	E	Interview	3
	Relevant professional qualification to BTEC/ NVQ2 standard.	E	Interview	3
	First Aid at Work certificate.	D	Application form	1
Work or Other Relevant Experience and Associated Vocational Training	Track record of high quality and respectful customer service	E	Application form	3
	Understand and act upon verbal and/or written instructions and produce good written reports	E	Interview	2
	Ability to take and pass on accurate messages and communicate effectively and professionally with colleagues, partner organisations, senior managers and Heads of Service.	E	Application form Interview	2
	Able to work under pressure to strict deadlines.	E	Application form	2

PERSON SPECIFICATION

	<p>Proven ability to work effectively as part of team(s) and independently without constant supervision.</p>	E	Interview Application form Interview	1
	<p>High degree of individual responsibility and initiative.</p>	D	Interview	2
	<p>Occasionally cope with conflicting demands with more than one person requiring assistance simultaneously.</p>	D	Application form Interview	1
Specialist Knowledge	<p>Knowledge Local Authority or partner organization procedures or practices relevant to the post.</p>	D	Application form Interview	2
	<p>Outline understanding of relevant legislation.</p>	D	Interview	1
	<p>To administer and review the content of information provided through websites, posters, literature and other promotional materials, ensuring the content is relevant and up to date.</p>	D	Application form Interview	2
	<p>Experience of events planning, licences and permissions to run safe event.</p>	D	Application form Interview	3
Job Related Skills and Abilities	<p>Well organised, methodical and good use of initiative</p>	E	Application form	3
	<p>Professional and helpful manner with an ability to proactively solve problems</p>	E	Application form Interview	2
	<p>Track record of dealing with members</p>	E	Application	2

PERSON SPECIFICATION

	<p>of the public and an ability to stay calm and focused on a resolution.</p> <p>Ability to show empathy with the public and their perceptions. On rare occasions cope with people in situations which may cause emotional upset.</p> <p>Show commitment to high standards of service delivery</p> <p>Solve problems and situations by applying existing rules when appropriate.</p> <p>Maintain and store machinery, equipment and property owned by the City Council. Maintain vehicles allocated to the service, using routine checks and acting accordingly if faults are discovered.</p> <p>Experience of Microsoft software especially EXCEL, Teams and Windows 365.</p>		<p>form Interview</p> <p>Interview</p> <p>Application form Interview</p> <p>Interview</p> <p>Application form Interview</p> <p>Application form Interview</p>	<p>3</p> <p>3</p> <p>2</p> <p>3</p> <p>1</p> <p>3</p>
Physical Abilities (only if a justifiable requirement for the post)	Must be physically able to carry out the duties involved and have a 'practical' disposition	E	Interview	3
Other e.g. Availability for Unsocial Hours	Able to attend events and meetings outside normal office hours, to represent the Council and to promote services to resident	D	Application form Interview	3