
ROLE PROFILE

Community Engagement Officer

The 'role profile' is the contractual element that your post has been assigned to and generically sets out in broad terms the responsibilities the post holder is expected to have

Service Area: Homes & Communities

Grade: OPS2/BS2

Generic Responsibilities

1. Responsible for developing and managing a range of efficient administration processes and procedures in order to support the effective operation of the service area.
2. To oversee the operation of an effective customer response and take independent decisions on less routine enquiries.
3. Maintain and refresh established systems and processes, responding to current and future service needs.
4. Assist with the review of relevant business processes to evaluate that they are fit for purpose.
5. Assist in the resolution of customer issues by liaising with colleagues and co-ordinating operational logistics to ensure agreed standards are achieved.
6. Undertake research and information gathering activities and provide management information as requested, including carrying out research projects, analysing results and reporting findings.
7. Undertake a range of financial administrative tasks in accordance with relevant procedures.
8. Ensure that the full range of complex data is accurately and securely maintained and retrieved effectively.
9. Ensure that the use of IT is maximised to enhance quality and efficiency of service provision.
10. Assist with the production of reports, minutes, briefings and presentations in relation to audience specific requirements

TASK SPECIFICS

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day-to-day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	2.1 tbc
Purpose	
<ol style="list-style-type: none"> 1. Working as part of a team, provide services that engage individuals or community groups in actions or activities in turn contributing to the wellbeing and appearance of Worcester City making it a great place to live, work, visit and study 2. Participate in learning provided that will help you perform your role successfully and to the standards expected. Take an active interest in developing your skills to help you be the best you can be 3. Meet your designated targets within specified timeframes as set out in the agreed work schedule. Deliver those targets in line with the relevant standard operating procedures and training provided to you 4. Give direction and advice to members of the public, raise awareness and compliance with local-by-laws, orders, community protection notices or relevant legislation. Take responsibility for the implementation of legally compliant procedures and completion of associated administration. 5. Work with and encourage volunteers who wish to become involved in projects or events that increase accessibility or enjoyment of the City's diverse and exciting public realm 6. Undertake practical tasks as associated with running and supporting community events or projects. 7. Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure that they are capable of providing a positive outcome for the team and service 8. Wear the appropriate uniform and protective clothing provided to you and when doing so, behave in a way that promotes the professionalism of Worcester City Council 9. Ensure that you operate in a way that protects your own health and safety and that of others, in accordance with the Health and Safety at Work Act 1974. This includes preparing and regularly checking the environment in which you are working to ensure it is safe for you and anyone else who may be there now or in the future 10. Take responsibility for raising any issues, concerns or good ideas you might have as part of your work to ensure your supervisor is able to help you meet your targets and the Council meet its statutory requirements 	

11. Assist in the practical resolution of customer issues by liaising with colleagues and co-ordinating the operational logistics to ensure agreed service standards are achieved

12. Help ensure an effective flow of communication within your team and the sharing of information to and from other services across the council

Service to Customers

1. Be friendly, helpful and respectful to managers, your colleagues, customers and any member of the public you may meet as part of your work.
2. Respect the different backgrounds, cultures and lifestyles of the people you come into contact with and do not pass comment or judgement.
3. Positively participate in the management and supervision process through appraisals, target setting exercises and training as advised
4. Always remember that you are representing Worcester City Council and your behaviours and actions should be in the interests of professionalism and public service duty.

Business Improvement/planning responsibility

The job holder is expected to perform at level 1 of our competency framework

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

Contact	Frequency	Nature of contact
Volunteers & Colleagues	Daily	
Service Supervisors	Daily	Operational implementation. Weekly team meetings and monthly 1-2-1s.
Service Manager	Weekly	Monthly team meetings and broader communication.
Customers/Public	Daily	Implementing of service, email & providing guidance

Managing Resources (people, equipment, buildings)

Accountability

n/a

Procedural Context

1. Community Services is one big team. Although there are smaller teams operating across the service, we do expect every employee to use their skills for the benefit the Council as and when they are needed.
2. Be aware of and know how to find and use the Councils policies and procedures that support and guide you as an employee
3. Take an interest in the activities of the wider Council and where you can participate in events and corporate activity. Play your part in maintaining a good working relationship with your employer
4. The Council reserves the right to make reasonable changes to this job description when it is necessary.

Key Facts and Figures

Knowledge and Skills

Essential

1. Track record of high quality and respectful customer service
2. Well organised, methodical and good use of initiative
3. Must be physically able to carry out the duties involved and have a 'practical' disposition
4. Understand and act upon verbal and/or written instructions and produce good written reports
5. Professional and helpful manner with an ability to proactively solve problems
6. Ability to take and pass on accurate messages and communicate effectively and professionally with colleagues, partner organisations, senior managers and Heads of Service.
7. Track record of dealing with members of the public and an ability to stay calm and focused on a resolution.
8. Ability to show empathy with the public and their perceptions. On rare occasions cope with people in situations which may cause emotional upset.
9. Able to work under pressure to strict deadlines.
10. Proven ability to work effectively as part of team(s) and independently without constant supervision.
11. Have a current full and valid UK driving license.
12. Show commitment to high standards of service delivery
13. GCSE 4-9 or equivalent in English Language (Grade A-C at 'O' Level)
14. GCSE 4-9 or equivalent in Maths (Grade A-C at 'O' Level)

Desirable

1. Knowledge Local Authority or partner organization procedures or practices relevant to the post.
2. Outline understanding of relevant legislation.
3. Solve problems and situations by applying existing rules when appropriate.
4. Occasionally cope with conflicting demands with more than one person requiring assistance simultaneously.
5. High degree of individual responsibility and initiative.
6. Relevant professional qualification to BTEC/ NVQ2 standard.
7. First Aid at Work certificate.

Behaviours

1. Work to the Council's values
2. Aware of the Council's safeguarding policy and how to report any concerns
3. Aware of the Council's Health and Safety policy and committed to safe working practices