**POST**: Community Engagement Officer

**PREPARED BY Warwick Neale** **DATE 18th July2019**

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| **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.**  **GCSE A-C, ‘O’ Level standard or equivalent in English Language.**  **GCSE A-C, ‘O’ Level standard or equivalent in Maths.**  **Relevant professional qualification to BTEC/ NVQ2 standard.**  **First Aid at Work certificate.** | **E**  **E**  **E**  **D**  **D** | **Application form**  **Interview**  **Interview**  **Application form**  **Application form** | **3**  **3**  **3**  **3**  **1** |
| **Work or Other Relevant Experience and Associated Vocational Training** | **Track record of high quality and respectful customer service**  **Understand and act upon verbal and/or written instructions and produce good written reports**  **Ability to take and pass on accurate messages and communicate effectively and professionally with colleagues, partner organisations, senior managers and Heads of Service.**  **Able to work under pressure to strict deadlines.**  **Proven ability to work effectively as part of team(s) and independently without constant supervision.**  **High degree of individual responsibility and initiative.**  **Occasionally cope with conflicting demands with more than one person requiring assistance simultaneously.** | **E**  **E**  **E**  **E**  **E**  **D**  **D** | **Application form**  **Interview**  **Application form**  **Interview**  **Application form**  **Interview**  **Application form**  **Interview**  **Interview**  **Application form**  **Interview** | **3**  **2**  **2**  **2**  **1**  **2**  **1** |
| **Specialist Knowledge** | **Knowledge Local Authority or partner organization procedures or practices relevant to the post.**  **Outline understanding of relevant legislation.**  **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.**  **Experience of events planning, licences and permissions to run safe event.** | **D**  **D**  **D**  **D** | **Application form**  **Interview**  **Interview**  **Application form**  **Interview**  **Application form**  **Interview** | **2**  **1**  **2**  **3** |
| **Job Related Skills and Abilities** | **Well organised, methodical and good use of initiative**  **Professional and helpful manner with an ability to proactively solve problems**  **Track record of dealing with members of the public and an ability to stay calm and focused on a resolution.**  **Ability to show empathy with the public and their perceptions. On rare occasions cope with people in situations which may cause emotional upset.**  **Show commitment to high standards of service delivery**  **Solve problems and situations by applying existing rules when appropriate.**  **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.**  **Experience of Microsoft software especially EXCEL, Teams and Windows 365.** | **E**  **E**  **E**  **E**  **E**  **D**  **D**  **D** | **Application form**  **Application form**  **Interview**  **Application form**  **Interview**  **Interview**  **Application form**  **Interview**  **Interview**  **Application form**  **Interview**  **Application form**  **Interview** | **3**  **2**  **2**  **3**  **2**  **3**  **1**  **3** |
| **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** |