**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** |