



## **ENGAGEMENT OFFICER - PERSON SPECIFICATION**

### **Education and Qualifications**

- Good standard of general education and a good standard of written and spoken English
- Level 3 qualification (NVQ, BTEC, AS or A Levels) or equivalent experience in community engagement, research and development

### **Knowledge**

- Knowledge of community engagement and involvement methods, with a willingness to develop knowledge in health and social care
- Understanding of the issues around social exclusion and barriers to accessing services faced by marginalised and excluded communities

### **Skills and Abilities**

- Excellent interpersonal and communication skills with the ability to connect with people from a range of backgrounds through a breadth of channels, including social media platforms.
- Proven ability to develop and manage relationships with a wide and diverse range of people/organisations.
- Ability to negotiate and influence.
- Ability to work as a member of a team
- Ability to plan, schedule and undertake tasks in the delivery of a project, and write and present evidence-based reports
- Ability to find out, understand and communicate health and social care information to others
- Demonstrable skills and ability in delivering presentations to a range of audiences
- Ability to cope with a variety of challenging situations in a calm, professional and sensitive manner
- Competent and confident IT skills including Windows operating system and Microsoft Office packages.
- Ability to problem solve, use initiative and work without supervision
- Ability to meet the administrative requirements of the role

## **Experience**

- Proven track record of engagement with diverse communities
- Experience of using Microsoft Office including PowerPoint, social media platforms
- Experience of writing newsletters, reports and presentations
- Experience of organising community events, public meetings, seminars and workshops and encouraging others involvement
- Experience in working with volunteers
- Experience in using a variety of research techniques including questionnaire design, survey sampling, statistical analysis
- Experience of policy interpretation, development and implementation

## **Core Qualities**

- A commitment to challenging inequalities and improving services for all communities, with a focus on those living with health inequalities.
- An inclusive team worker who fosters partnerships, works collaboratively and achieves results through others
- Flexible, self-motivated, keen to learn and a positive attitude towards new challenges.
- Ability to work on own initiative

## **Leadership Qualities**

- Ability to lead, work with and motivate diverse organisations and groups and to work in a team environment, supporting colleagues and sharing expertise
- Ability to actively listen to other peoples' views and opinions
- Ability to negotiate, persuade and influence at all levels

## **Other**

- Ability to travel to community-based meetings and events throughout Worcestershire
- Willingness to undertake occasional evening and weekend working

## **Desirable**

- Experience of using the design platform Canva