

PERSON SPECIFICATION

Community Engagement Officer		
Criteria	Essential	Desirable
SKILLS and EXPERIENCE		
Good relevant experience of engaging and delivering services to unemployed people with a holistic approach.	✓	
Demonstrable customer service skills in a front-line role (face to face and telephony)	✓	
Experience of using case managements systems and managing a caseload	✓	
Excellent communication skills (written and verbal) with customers, colleagues, and external stakeholders and an ability to identify opportunities, work in partnership and engage effectively to achieve positive outcomes.	✓	
Experience of working in partnership with support agencies and partner stakeholders		✓
Good understanding of value for money principles		✓
Effective use of IT and media as appropriate and ability to complete forms in line with compliance requirements.	✓	
QUALIFICATIONS		
Minimum of GCSE grade C (or equivalent) in Maths and English	✓	
Relevant vocational qualification		✓
BEHAVIOURS/ORGANISATION MATCH		
Creative - wants to bring innovative ideas	✓	
Connected - wants to increase knowledge and understanding	✓	
Courageous - wants to make / challenge decisions	✓	