

## Finance and Corporate Services

### JOB DESCRIPTION

#### Engagement Officer

Grade LS 12	Post Number: TBC
Responsible to:	Communications and Customer Services Manager
Responsible for:	Complaints, Freedom of Information(FOI) requests engagement, consultation, customer feedback, communications and reputation support.
Job Objective:	To be a key member of the Performance and Reputation Team with specific responsibility for complaints, FOIs, engagement, consultation, complaints, customer feedback and associated communications.
Main duties and responsibilities:	1. To lead the Council's complaints and Freedom of Information (FOI) functions in a coordinating role working with senior officers of the Council.
	2. Performing engagement, consultation, analysis and wider customer queries roles, undertaking policy development and research as and when required.
	3. To be the key officer for areas of engagement and consultation with communities, stakeholders and providing advice and support for external and internal engagement and consultation exercises.
	4. To liaise with Team Leaders in administering the corporate customer feedback system including complaints, comments, compliments. Provide advice to other officers where needed, advising complainants about the process, supporting investigations where required. Supporting customer satisfaction engagement.
	5. To be a skilled communicator across teams and take a prominent role in cross cutting projects and future Local Government Reorganisation.

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|  | <p>6. Gain a general understanding and add value to the key aspects of the teams to provide resilience in performance, reputation, customer services and communications – in particular, performance management, website management, social media and data analysis.</p> |
|  | <p>7. To undertake any other duties as directed by the Communications and Customer Services Manager.</p>   |