

RUSHCLIFFE BOROUGH COUNCIL

Person Specification		
Engagement Officer		
Post number: TBC	Post grade: Local Scale 12	
ATTRIBUTES	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>2 years working in a multi functional customer orientated organisation</p> <p>Experience of dealing with customer queries and complaints</p>	
QUALIFICATIONS		Educated to degree level (or equivalent)
SPECIALIST KNOWLEDGE/ SKILLS	<p>Excellent written and verbal communication skills</p> <p>Excellent analytical skills of both written and numerical data</p> <p>Ability to use data and perform analysis and communicate results</p> <p>Ability to work cooperatively across the council and with partner organisations</p>	<p>Experience of working in the public sector</p> <p>Experience of dealing with complaints and Freedom of Information requests</p> <p>Experience of delivering consultation events and analysing consultation data</p> <p>Experience of undertaking policy development and research</p> <p>Experience of working in a communications or performance based role</p> <p>Experience of writing content for different audiences</p> <p>Experience of performance management, website management, social media creation</p>
IT SKILLS	Excellent skills in IT systems (Microsoft Word / Excel / Powerpoint)	Experience of working with Ideagen (Pentana)

ATTRIBUTES	ESSENTIAL	DESIRABLE
PERSONAL CHARACTERISTICS	<p>Excellent communicator</p> <p>Willingness to take on a challenge</p> <p>Ability to work flexibly and under pressure</p> <p>Committed to working to high standards</p> <p>Enthusiastic, committed and self motivated</p> <p>Trustworthy and maintains confidentiality</p> <p>Friendly and approachable and able to fit in with a 'can do' passionate team</p>	
EQUALITY AND DIVERSITY	<p>Understand, in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council</p>	
SPECIAL WORKING CONDITIONS	<p>Must be flexible and willing to work outside the office's normal working hours</p>	

PREPARED BY: Ed Palmer

DESIGNATION: Communications and Customer Services Manager

DATE: 17 December 2025