

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		<p>Educated to degree level (or equivalent)</p>
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	<p>Excellent skills in IT systems (Microsoft Word / Excel / Powerpoint)</p>	<p>Experience of working with Ideagen (Pentana)</p>

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

PREPARED BY: Ed Palmer

DESIGNATION: Communications and Customer Services Manager

DATE: 17 December 2025