

Kent County Council

Job Description: *Engagement Officer*

Directorate:	Strategic and Corporate Services
Unit/Section:	Strategy, Policy, Relationships and Corporate Assurance (SPRCA)
Grade:	KR10
Responsible to:	Senior Engagement Officer

Purpose of the Job:

Drive, coordinate and implement engagement activities within an agreed geographical area of Kent, championing the voices of the people we support, our partners and our workforce and communicating news, achievements and challenges to different audiences to drive participation and engagement.

The role will proactively drive and deliver opportunities for stakeholders and service users to be involved in the design and delivery of key recovery projects and programmes.

This role is varied, exciting and rewarding, with an emphasis on supporting people, organisations and businesses to be more socially and digitally inclusive.

Main duties and responsibilities:

- Working as part of a team, support the Senior Engagement Officer in delivering the agreed objectives by coordinating and delivering project and programme-related activities.
- Be an ambassador, build, maintain and manage stakeholder and agency relationships in relation to the relevant programmes and projects. These stakeholder relationships, include (but are not limited to): Council colleagues, city/district/borough councils, parish/town councils, education and training establishments, third-sector organisations and businesses.
- Prepare, coordinate and deliver accessible, high-quality and engaging sessions and interventions to a variety of audiences to promote the relevant programmes and projects.
- Record, monitor and evaluate interventions and targeted support, using this information to improve practice and provision, identifying trends, gaps and solutions. Maintaining records to a high and consistent standard.

- Actively encourage participation from stakeholders in appropriate and relevant projects and programmes of work.
- Recruit, induct and communicate with a network of volunteers to champion social and digital inclusion.
- Build and understand the local context of social and digital exclusion, the barriers and support exploring solutions to overcome these barriers to improve digital exclusion.
- Keep up to date on the progress and success of the team and share knowledge across the local and national network. Support the development of county-wide and district based projects and programmes.
- The postholder will be expected to work flexibly within a specific geographical area, including evening, weekends and during school holiday periods; this will be coordinated by management as required.
- The postholder will be required to travel effectively and efficiently in discharging their job duties and responsibilities.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Engagement Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to Level 3 (e.g. A Level) or equivalent and/or proven ability to deliver the requirements of the post.
EXPERIENCE	<ul style="list-style-type: none">• Experience of delivering one to one and group work.• Experience of delivering support.• Experience of using systems and databases.• Experience of developing and maintaining positive working relationships.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Ability to balance changing priorities.• Excellent interpersonal and organisational skills.• Ability to empathise.• Ability to work using a multi-agency approach.• Ability to deliver group work.• Ability to challenge constructively.• Proactive approach and ability to use initiative.• Ability work to deadlines and targets.• The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of social and digital exclusion issues.• Knowledge of IT.• Understanding of data protection and confidentiality issues.• Understanding of safeguarding and other protective regulations and legislation.• Understanding of national, corporate and directorate policies and procedures relating to health and safety, data protection and safeguarding.

<p>BEHAVIOURS AND KENT VALUES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p>
	<p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <ul style="list-style-type: none"> • Externally Focused - Residents, families and communities at the heart of decision making