

# Kent County Council

## Job Description: Community Engagement Officer

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Road Safety &amp; Active Travel</b>
<b>Location:</b>	<b>Invicta/Ashford/Aylesford Depot</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>East / West Community Engagement Team Leader</b>

### **Purpose of the Job:**

Support the engagement across half of the County, either East or West Kent, to ensure a community voice in identifying, developing and progressing outcomes for new improvements on the highway.

### **Main duties and responsibilities:**

- Undertake the engagement with local elected Members in identifying and shaping highway improvements. Establish a professional relationship with elected Members. Undertake site and Parish visits within an operational area to highlight and resolve highway issues and discuss matters of mutual interest. Negotiate/gain match funding where appropriate
- Undertake engagement with Parish & Town Councils to develop their Highway Improvement Plan. Develop and seek support when needed to provide detailed knowledge from within H&T to resolve stakeholder enquiries, obtain and facilitate responses that rely on technical expertise and may lead to improvement projects developed and delivered through other teams.
- Support the development of a community driven programme of improvements and work closely with the Planning & Advice Principal Engineer and Design & Delivery Principal Engineer to ensure successful delivery, acceptance and benefits from our investment.
- Work within the East / West team to develop, record and review sound business process to ensure a consistent service across the county. Regularly liaise with teams across H&T, including Highway Stewards, Operations Engineers, Asset Management Teams and Development Planning teams to ensure a connected approach to service delivery.
- Support the successful delivery of improvements through community engagement before, during and after scheme delivery or any other road safety initiatives.
- Liaising across teams within Highway Improvements to ensure prompt investigation and response to service requests, queries and complaints raised by staff and customers, whether by post, electronically or telephone and respond to elected Members, Parish Councils and emergency services as required, and in accordance with Kent's service level requirements.

**Footnote:** This job description is provided to assist the job holder to know what his/her 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: Community 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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Degree Level qualification, or HND/HNC/BTEC, or relevant Engineering subject</li> <li>A Full UK Driving License – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Excellent presentation and negotiation skills.</li> <li>Notable post qualifying experience, and the use of relevant computer applications.</li> <li>Experience of communicating and engaging with members of the public, Parishes and members.</li> <li>Good knowledge of national and local standards, and techniques and technical procedures.</li> <li>Experience at working across teams to problem solve</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Ability to communicate effectively.</li> <li>Able to operate with minimum of supervision.</li> <li>IT literate and willingness to learn and develop</li> <li>Ability to write letters</li> <li>Ability to travel</li> <li>Good communication and interpersonal skills, with ability to deal with the public in difficult circumstances</li> <li>High degree of interpersonal skills and able to create win-win situation.</li> <li>A detailed understanding of the use of various computer systems.</li> <li>Ability to manage complex workloads with a can-do attitude.</li> <li>Self-motivated and able to influence others to achieve best results.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Some knowledge of relevant standards, national and local guidelines including asset management techniques, the term maintenance contract and TSRGD.</li> <li>Understanding of the role and responsibilities of the Highway Authority and of Local Government.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Key values:</b> We work as a whole council, putting our customers at the heart of everything we do. We champion public service in Kent in our values. Our work is guided by our values and demonstrates our commitment to serving the people of Kent - they are not just words; they underpin the decisions we take and are critical to how we approach what we do and the way we do it.</p> <p><b>Key behaviours:</b></p> <ul style="list-style-type: none"> <li>Demonstrate healthy attitude to risk</li> <li>Welcome and expect change and evolving technology</li> <li>Work as a whole council</li> <li>Put the interests and wellbeing of customers first</li> <li>Be open to challenge</li> <li>Take personal and professional responsibility for your actions and performance</li> <li>Focused on outcomes</li> <li>Be professionally curious</li> <li>Constructively disruptive</li> </ul> <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li><b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li><b>We are curious to innovate and improve</b></li> </ul>

	<ul style="list-style-type: none"><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li></ul>
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