



PERSON SPECIFICATION

Area:	Office of the Police and Crime Commissioner (OPCC)	Job Title:	Engagement Officer	Weekly Hours:	37
Section:	OPCC	Scale:	6	Version:	2
Post No:	PC074	Status:	Established	Version Date:	29/07/20

Please describe, with example(s) in section 7 of your application form how you feel you meet each of the numbered essential criteria, and where possible the desirable criteria, below.

Criteria <i>Justifiable as necessary for safe and effective performance of the job.</i>	Essential <i>A clear definition of the necessary criteria.</i>	Desirable <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
Education:	<ol style="list-style-type: none"> 1. Educated to Degree Level standard or equivalent OR work experience to Degree level within communication, stakeholder engagement and policy work. 	<ol style="list-style-type: none"> 1. A related industry qualification (for example, CIPR, CIM).
Work Experience:	<ol style="list-style-type: none"> 2. Demonstrable knowledge and experience of implementing and evaluating engagement strategies. 3. Significant experience of successful community-based communication and relationship building, including the use of social media tools 4. Evidence of working with survey data, evaluating such data and developing proposals to address the issues identified. 	



<p>Personal / Interpersonal Skills, Aptitudes:</p>	<ol style="list-style-type: none">5. Brilliant people skills and a visible enthusiasm to interact with others from a diverse variety of communities, backgrounds and cultures.6. Strong communication skills, both verbally and written, and via social media. Ability to convey information and arguments in a clear and engaging manner.7. Ability to analyse issues and community challenges in a logical manner and to identify and implement solutions.8. Ability to work productively in different settings. Flexibility to identify new opportunities and respond to changing environment9. Ability to be proactive and work on own initiative with minimum supervision.10. A structured and efficient approach to managing workloads and delivering timely results11. Effective team worker who will contribute experience and ideas, support others and build enduring productive relationships.12. A good understanding and working knowledge of the changing social media landscape and various online platforms13. To create meaningful engagement opportunities via a number of different mediums and engagement tools; including focus groups and the use of social media.	<ol style="list-style-type: none">2. Demonstrate an understanding of and being sensitive to, the underlying culture, politics, and relationships in a high-profile public sector environment.
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Special Skills:	<ol style="list-style-type: none">2. Evidence of relevant ongoing professional development3. To hold a current driving licence. (Reasonable adjustments will be considered under the Equality Act 2010).	<ol style="list-style-type: none">3. To have an understanding of the legislation under which the PCC operates.



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ROLE DESCRIPTION

Job title:	Engagement Officer
Post no:	PC074
Scale:	Grade 6
Responsible to:	Head of Communities & Partnership
Responsible for:	No supervisory responsibility
Contacts:	Police and Crime Commissioner and his Deputy and senior staff, OPCC team, officers within Leicestershire Police, locally based partners; members of the public, community groups within the Force area, regional colleagues, criminal justice partners, business, charitable and voluntary sector organisations and key stakeholders.
Role:	<ul style="list-style-type: none"> • Working for the Head of Communities and Partnership to deliver the engagement strategy and delivery plan. • To accompany and support the Police and Crime Commissioner at engagement events and visits, evaluating such events and taking forward any actions arising. • To support and facilitate local and community engagement communications activity (both internally and externally) to help deliver the Police and Crime Plan. • To develop, implement and evaluate individual engagement events. • Deliver effective and verifiable evaluation and consultation data that provide insights for policy and strategy development. • To engage all communities (including young people), by deploying a breadth of different channels (including social media and local community-based forums) to ensure we maximise our levels of engagement and access a wide variety of people.

<u>Duties</u>	<u>Responsibilities</u>
Operational:	<ol style="list-style-type: none"> 1. Attend engagement events with the Police and Crime Commissioner, and becoming the first point of contact for any communications issues that arise at such events. 2. To represent the OPCC at appropriate engagement events, both internally and externally 3. Develop, implement and evaluate engagement plans for the OPCC 4. Facilitate the engagement activity of the OPCC with the community and key partners and stakeholders. 5. Undertake qualitative (and quantitative) research and community engagement work, and develop and deliver a programme of bespoke



	<p>issue-based internal and external engagement activity in response.</p> <ol style="list-style-type: none">6. To evaluate engagement data to inform the priorities of the Police and Crime Plan.7. Coordinate engagement activity across the OPCC team to ensure consistency, corporate and effectiveness of activity.8. Working with the Head of Communities & Partnership and the external communications and PR company to ensure all external engagement events are widely publicised.
Communication:	<ul style="list-style-type: none">• To liaise closely with partners, ie VRN, CSPs and the Force engagement activities to ensure no duplication, identifying joint opportunities.• To keep up to date with appropriate campaigns across the partnership landscape and identify opportunities• Use personal communication skills to build productive relationships with colleagues and partners.• To build community confidence by providing feedback on issues raised and action taken
Administration:	<ul style="list-style-type: none">• Ability to manage and prioritise daily, weekly and monthly tasks to deliver effective campaigns with the minimum of supervision to meet deadlines, escalating issues as appropriate• Develop an annual engagement delivery plan to ensure all key dates are captured and opportunities identified.• Develop and manage a forward plan engagement calendar activity (including digital) and campaigns, that links to the delivery plan, recording any issues raised and follow up action• Develop and manage the office stakeholder list, identifying who our key stakeholders are, prioritising them and ensuring it is kept up to date• Map out the key community engagement groups (including young people), identifying any gaps, and developing an appropriately structured plan to address issues, ensuring all communities including those hard to reach are engaged



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General	<ul style="list-style-type: none">• The ability and willingness to work outside normal office hours and at weekends when required to support and deliver engagement communications activity.• Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.• This role description should develop along with the changing demands of policing• Post is identified as politically restricted
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Additional Information:

Security Check Level:
(~~strikethrough~~ checks NOT required)

RV, SC, EV1, DV, NPPV1, NPPV2, NPPV3

Additional Information:
