

<b>Designation:</b>	<b>Community Access and Engagement Manager</b>
<b>Grade:</b>	<b>Stroud 8</b>
<b>Responsible to:</b>	<b>Strategic Director Communities</b>
<b>Service Area:</b>	<b>Community Access</b>
<b>Post Number:</b>	<b>TEN</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Degree level or equivalent or similar through wide-ranging experience

### EXPERIENCE

- Knowledge and experience in preparation and delivery of customer access
- Proven experience in administering multi-channel customer communication
- Experience in developing service standards
- Knowledge and experience of working to meet a range of community and individual customer needs,
- Understanding of the range and differing needs of residents, businesses and visitors in accessing and contributing to public sector services
- Understanding of partnership working and developing shared targets
- Understanding of community and voluntary sector contribution to public sector service delivery
- Ability to interpret and analyse data
- Ability to develop comprehensive project plans
- Budget monitoring and control
- Risk management and control

### SKILLS & KNOWLEDGE

- Ability to communicate complex information clearly and effectively using a range of techniques, adapting style to enhance impact and suit the needs of the recipient
- Understanding the effective use of social media platforms
- Effective Communication and Positive Influencing Skills
- Ability to develop and implement new/ revised processes with an emphasis on simplicity, customer experience and efficiency
- Ability to inspire, motivate and develop employees and teams, demonstrating support, co-operation, empowerment and leadership
- Resilient, able to work effectively under pressure and meet challenging deadlines
- Highly organised with an attention to detail
- Excellent problem solving capability relating to project planning and delivery

### PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Ability to delegate and empower others
- Possess an ability to creatively problem solve issues
- Possess the ability to analyse facts and form judgement, in an unbiased way

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Membership of a relevant professional institute and/or management qualification.

### EXPERIENCE

- Implementation of, and maintaining a community or customer access programme
- Experience of managing change
- Programme and portfolio management

### SKILLS & KNOWLEDGE

- Understanding community development and meeting the needs of those who find it difficult or may be disadvantaged in accessing services,
- Confidence in IT system implementation and administration

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. Innovating

You will be able to seek better, more effective ways of delivering services.

### 5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

**7. Equality and Diversity**

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.