



JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks.
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job Title:	Engagement Officer		
Reports to:	Community Safety & Anti-Social Behaviour Manager	Service:	Communities
Last Updated:	August 2025	Grade:	7

JOB SUMMARY

To work with local communities, partner agencies, and internal departments to improve community engagement and help keep communities involved and safeguarded.

To provide a key role in delivering specific projects, tasks and initiatives both for the council and jointly with East Herts Council's partners.

To provide project and business support.

To manage partnership group process within the district and convene and chair meetings as required working with key partners.

KEY TASKS

Operational Responsibilities

- Provide a service to develop and monitor engagement activities.
- Review and investigate opportunities for community involvement to determine the consultative and engagement requirements, ensuring effective partnership and joint working between the council and local communities.
- Work with key partners and colleagues to problem solve regarding community engagement issues.
- Lead and identify opportunities for community engagement events within the district. Engage with local communities to raise awareness of key initiatives, gather feedback and promote public confidence in the authority's work.

The above list is not intended to be exhaustive but merely to indicate the work range and core job content of the post, neither is the list arranged in priority order.



- Ensure safeguarding and support for victims and communities is considered in all engagement activity and make appropriate referrals as necessary.
- Provide administrative support to for various partnership groups and multi-agency meetings. This will include but is not limited to arranging all relevant meetings, ensuring agendas go out in good time, meeting rooms are booked and video conferencing arranged, preparing and circulating minutes for meetings.
- Deliver public awareness events on topics of relevance to local communities by sourcing external speakers and arranging all publicity required.
- Monitor performance against objectives and targets in relation to the Thriving Together strategy and action plans.
- Explore external funding opportunities for the delivery of community engagement initiatives and projects. Take the lead on applications where opportunities are identified and adhere to all evaluation requirements.
- Ensure that the council's policies and procedures relating to data protection and data exchange are met and that the partnership data sharing protocols are observed.
- Coordinate and circulate public events calendar for partnership use.
- Work with colleagues to facilitate requests for advice and guidance about events as appropriate.
- Ensure that notifications about large public events are dealt with according to policy and procedure.
- Format information given by officers to produce presentable documents, as required using common applications, such as PowerPoint, Word, Excel.
- Lead on the planning and delivery of activities for different groups in the district by working with relevant partners and colleagues and making funding applications where appropriate.
- Oversee the council's Thriving Together and other engagement strategies by ensuring documents are kept up to date and conduct appropriate awareness exercises.
- Monitor all the council's public health and related webpages to ensure they are kept up to date with relevant information and documentation.
- Formulate and implement initiatives, events and projects that support the delivery of the priorities of the Thriving Together strategy, working closely with key partners and ensuring effective management, monitoring and evaluation of activities.

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- Make recommendations to senior officers about actions required relating to engagement.
- Prioritise your workload to ensure service levels are met.
- Undertake any other duties commensurate with the grade as required.
- Maintain records and monitor financial expenditure against project funding streams and produce and monitor performance data as requested.
- Work as part of the Community and Business Engagement team, supporting the work of the team, contributing to team meetings and to the development of the annual Service Plan.
- Deputise for the Community Safety & ASB Manager and officers within the wider Community and Business Engagement team as required.

Team Working Responsibilities

- Work flexibly and constructively as part of the Community and Business Engagement team.
- Actively work in partnership with all internal services and external sources for the benefit of the council.

Service Delivery

- Deliver support and implement community engagement initiatives that align with the Thriving Together and corporate priorities.
- Work within the highest established standards of customer care.
- Undertake other duties which may arise or delegated from time to time, appropriate to the grade of the post.
- Attend training courses relevant to the post.
- Support the preparation of statements and other paperwork in support of legal action and attend and give evidence at court hearings as necessary.
- Use of appropriate legislation for the management of engagement initiatives.

Communication & Contacts

- Portray a positive attitude to all customers, internal and external.
- Take ownership of customer queries, reporting back in a timely fashion communicate verbally and in writing.
- Work constructively with colleagues, members and partner agencies.

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- Use IT to produce a wide range of documents including drafting reports, taking and writing notes/minutes/agendas, organising meetings, analysing, interpreting data and presenting findings.
- Promote the work of the council and its partners to keep the district a safe place to live, work and visit.

Financial / Budgetary Responsibilities

- To fulfil any external funding bid requirements
- To raise purchase orders and invoices as appropriate
- To adhere to and be mindful of the council's procurement policies

Other

- Have a good knowledge of Data Protection issues and maintain a high level of awareness of potential problems.
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PERSON SPECIFICATION

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F//I/A
	ESSENTIAL	DESIRABLE	
Qualifications	<ul style="list-style-type: none"> • English and Maths to GCSE standard or equivalent. • Good verbal communication skills 		F/I I
Job Specific Skills & Knowledge	<ul style="list-style-type: none"> • Proven well developed skills of Microsoft applications and Outlook including: Electronic diary management. Word processing Power Point Excel Information retrieval from the internet/intranet and other sources • Evidence of a high standard of minute/note taking • Experience of coordinating and supporting multi-agency meetings 	<ul style="list-style-type: none"> • Experience of project management and evaluation • Experience of using problem solving strategies and methods. • Knowledge of engagement methods • Experience in working with vulnerable individuals • Experience in a similar role within local authorities, housing associations or similar settings. 	F//A F//A F/I F//A



	<ul style="list-style-type: none"> • Evidence of effective planning, prioritising and workload management. • Attention to detail, thorough and methodical. • A broad knowledge of local government and a knowledge of political and democratic context in which the council operates. • Experience of partnership working with external organisations and in particular partners agencies including the voluntary sector. • Experience of applying and securing funding. 		
Management / Supervisory / Team Working	<ul style="list-style-type: none"> • Enthusiastic and flexible approach to work • Ability to work flexibly both independently and as part of a team. • Ability to prioritise. 	<ul style="list-style-type: none"> • To work with a wide range of partners and organisations to share resource and knowledge 	F/I F/I F/I
Service Delivery	<ul style="list-style-type: none"> • Appreciation of expectation of customers and commitment to meeting them. • Ability to learn complicated procedures/information quickly in order to advise customers effectively. • Regularly review and modify your approach to ensure effective service delivery and continuous improvement. 		F/I F/I F/I
Communication & Contacts	<ul style="list-style-type: none"> • Ability to deal diplomatically and constructively with colleagues and external customers. • Have effective communication skills that 	<ul style="list-style-type: none"> • Demonstrates initiative and uses good judgment. • Able to identify potential problems, find solutions and 	F/I F/I



	<p>include meeting customers and clients, dealing with queries and to have the ability to respond in writing and verbally, both face to face and whilst on a telephone.</p> <ul style="list-style-type: none"> • Ability to liaise with the line manager and colleagues regarding problems and workload. • Ability to handle sensitive situations with empathy and professionalism. 	<p>escalate appropriately.</p>	<p>F/I</p> <p>F/I</p>
Other	<ul style="list-style-type: none"> • Flexible approach to work • Excellent interpersonal skills • Able to build effective, supportive working relationships. • Demonstrates a flexible approach to work. • Contributes positively within a team environment. • Willing to share skills, experience and knowledge to develop other team members. • Willing to learn and assist other team members. • Able to self-motivate and work with limited day to day supervision • Ability to travel as required • Ability to attend evening meetings and work outside of office hours as required. 		<p>F/I</p> <p>F/I</p>

Key:

F = Application Form

I = Interview

A = Assessment