

## PERSON SPECIFICATION

### Insight and VCS Engagement Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

[Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents]

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#### Qualifications and training

Method of Assessment – D, I

##### **Essential:**

- English and Maths GCSE grades 4-9, A-C or the equivalent.
- A degree (e.g. Geography, Sociology, Customer Relations, and Statistics) or equivalent years of work experience in roles that provide relevant experience (i.e. in the public sector or voluntary sector).
- Ability to demonstrate recent and continuing professional and personal selfdevelopment.

##### **Desirable:**

- A post graduate qualification in a relevant subject
- Project Management qualification (for example Agile/Prince 2)

#### Experience and knowledge

Method of Assessment – D,I

##### **Essential:**

- An understanding of the voluntary and community sector and/or public sectors.
- Experience of working with the voluntary and community sector or within cross - sector partnerships.
- Experience of managing difficult relationships in a political environment
- Experience of managing and delivering projects.
- Experience of developing newsletters or writing and issuing regular communications.
- Writing reports and presenting information on insights using appropriate tools and techniques for different audiences.



- Experience of organising meetings, workshops and events including taking notes and producing papers.
- Experience of building and maintaining relationships with internal and external partners and providers.
- Experience of maintaining databases and contact lists.
- Experience of working with and engaging service providers, service users, communities and partners to identify issues, needs and ideas, and interpreting and sharing this information with a range of audiences.
- Demonstrable experience of identifying all types of feedback, and monitoring and analysing it to identify issues and insights.

**Desirable:**

- Managing and delivering projects to specification, timescale and budget, both as an individual and leading a team of people from different backgrounds.
- Experience of bringing in the skills and knowledge not within project teams to enable completion of tasks, as and when required.
- Experience designing and delivering engagement and research including developing surveys, analysing the results and producing reports of findings.
- Demonstrable experience of quantitative and qualitative analysis.
- Knowledge of different information sources and how to access them including secondary data sources to provide additional context and depth in identifying and understanding insights.
- Experience of using IT packages to analyse and present data and identify insights.

**Specialist skills and abilities**

Method of Assessment – D,I,T

**Essential:**

- An understanding of the voluntary and community sector and the issues facing VCS groups, organisations and volunteers.
- Clear and demonstrable knowledge of different engagement and research techniques.

**Desirable:**

- Knowledge and experience of the legislative requirements related to engagement.
- Experience of Local Authority Information Governance and Research Governance requirements.
- Experience of applying statistical tests and analysis to qualitative information and related quantitative data to confirm significance and understand how results have been derived.
- Identifying data quality issues with data and information and working with others to resolve them.
- Demonstrable experience of using appropriate software and solutions to enable analysis and interpretation of data and information, including knowledge of



customer segmentation and related software to help inform developing insights and targeting activity.

- Planning, delivering and analysing research activity to close specific gaps in knowledge and information.
- Design skills and the ability to produce visual communications and infographics.
- Analysing and interpreting complex data and information.

### Personal skills and attributes

Method of Assessment – D,I,T

#### **Essential:**

- To operate as a constructive member of the team.
- To be an active listener and to have the ability to interpret information requests and communicate requirements to others.
- To demonstrate an eye for detail ensuring work is accurate and to a high standard.
- To receive feedback constructively and apply continuous learning.
- To have an aptitude for problem solving.
- To be able to work on own initiative and manage workload and the quality of work within the required timescales.
- To have good written and oral communication skills including the ability use a range of styles suitable for different audiences.
- To be able to use tact, flair and sensitivity within a political environment.
- The ability to accept and understand new ideas and ways of working.
- To have good emotional intelligence with the ability to understand the best approach to handling situations.

#### **Desirable:**

- To be able to work with others and advise on delivery of requirements.
- To be able to influence others outside of the team or organisation to deliver shared projects or tasks.
- Use of social media to communicate key messages to a wide audience.
- Design skills to ensure information and communications are presented in an attractive and eye-catching way.
- Commitment to working outside of the core role, as required, to support the work

### Special working conditions

Method of Assessment – D,I

#### **Essential:**

- Full driving licence or the ability to travel to locations across Shropshire.
- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.



- Flexibility to work hours outside of normal contracted hours as and when required to do so.
- Flexibility to work from different locations relevant to the work being undertaken.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

