

EMPLOYMENT CRITERIA / PERSON SPECIFICATION

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

Post Title	Engagement officer	Directorate/Department	Patient Experience /THQ
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People with disabilities may apply for this post. Please specify in the box below if there are any physical or mental impairments/disabilities which may prevent performance of this post to an acceptable level. (Hiring managers may be asked what arrangements – if any, can be made to overcome disability i.e. provision of equipment or changes to the physical working environment / job tasks.)

Assessment Method Key

(Note for candidates: This is not an exhaustive list and if you have any questions about the assessment methods listed, please contact the team member named on the job advert.)

Interview	These criteria will be assessed during an interview, should you be shortlisted.
Application	These criteria will be assessed at shortlisting; therefore anything not advised in your application can not be scored.
Presentation	During an interview you may be asked to produce a presentation, this is when these criteria will be assessed.

Physical requirements of the post

Requirements	Assessment Method	Essential	Desirable
Health and physical abilities sufficient for the post (if necessary with reasonable adjustments with respect to the Equality Act/Disability Discrimination Act).	Application and interview	X	

Qualifications / training required

Requirements	Assessment Method	Essential	Desirable
Educated to degree level or equivalent knowledge & experience	Application and interview	x	
Computer literate in word, excel, powerpoint, adobe	Application	x	
Project management qualification	Application		x

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Previous or relevant experience necessary			
Requirements	Assessment Method	Essential	Desirable
Experience of community engagement approaches; effective research techniques; reaching seldom heard groups	Application and interview	x	
Significant administrative experience	Application and interview	x	
Experience of partnership working with organisations	Application and interview	x	
Experience of managing and delivering workshops and meetings	Application and interview	x	
Customer service experience	Application and interview	x	
Experience of working within NHS	Application and interview		x
Experience of project management	Application and interview		x
Aptitudes and skills required			
Requirements	Assessment Method	Essential	Desirable
Ability to influence and contribute to group discussion giving own views in the decision making process.	Application and interview	x	
Experience of dealing with complex, sensitive and contentious information			
Experience of working under own initiative and managing high volumes of competing priorities	Application and interview	x	
Strong commitment to confidentiality	Application and interview	x	
Excellent oral and written communication skills	Application and interview	x	
Excellent interpersonal skills including sensitivity and diplomacy	Application and interview	x	
Preparation of reports and analytical skills	Application and interview	x	
Special requirements of the post			
Requirements	Assessment Method	Essential	Desirable
Good awareness of involvement processes in the NHS	Application and interview	x	
Willing to work flexibly including evenings and weekends as and when required	Application	x	
Understanding of equality issues and impacts	Application and interview	x	

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Experience of coordinating time limited projects.	Application and interview		x
Values and behaviours			
Requirements	Assessment Method	Essential	Desirable
Able to demonstrate behaviours that meet the Trust Values <ul style="list-style-type: none"> Patients First Always Improving Working Together 	Application and Interview	X	
Personal and professional integrity and confidence	Application and Interview	X	
Flexibility	Application and Interview	X	
Resourceful	Application and Interview	X	
Personable	Application and Interview	X	
Diligent	Application and Interview	X	
Hardworking	Application and Interview	x	