

Job Title:	Community Engagement Officer
Department:	
Location:	Falkland Road, Wallasey
Reporting to:	Team Manager
Working hours:	Up to 35 hours per week (Part time working available. Includes evening and weekend hours)

Job Summary

The Assessors will be part of a team undertaking door to door visits to householders in target areas of Wirral to offer a range of services, including energy advice.

Key Person Skills

This person specification is not intended to be an exhaustive list of skills, but intended to provide the key requirements of the role.

Skill	Essential (E) / Desirable (D)
A good standard of education would be desirable however this post requires practical experience of customer engagement. Experience of undertaking door to door assessments would be particularly valuable.	E
Experience of customer engagement work	E
Experience in conducting door to door surveys	D
Good inter-personal skills applied in a customer service environment, demonstrating empathy and consideration	E
Good face to face communication and presentation skills	E
Interest in advice provision to vulnerable and low income people.	E
Ability to work with minimum supervision and meet deadlines and targets	E

Skill	Essential (E) / Desirable (D)
Knowledge of energy efficiency	D
Knowledge of local area	D
Enthusiastic and positive approach including strong work ethic	E
A mature outlook, personable and well presented, outgoing, helpful and friendly attitude	E
Good team member, self-motivated	E
Understanding of, and commitment to, the aims and principles of the Charity	E