

Job Description - Engagement Support Officer (PB6A)

Job Summary

As the Engagement Support Officer you will be proactive with our engagement with communities, this post is key to 'telling our story'.

You'll be asked to talk to people and stakeholders about the different programmes and projects, as well as wider recreation issues in forests across the south of England. You'll also be responsible for formulating responses to queries, talking about the work Forestry England is doing, championing and helping others to understand our work and objectives. You will co-ordinate responses and engagement plans associated with the local team's delivery.

You will be expected to have knowledge of Forestry England's recreation offer and understand the local landscape sensitivities. You'll have excellent communication skills, able to adopt a very flexible approach to the varied tasks assigned to you. You will also have excellent organisational and time management skills to balance the role. You'll need to work well within a team and be capable of building good relationships, while communicating clearly both verbally and in writing.

Please note, for this role you will need to get to our flagship visitor centres at Alice Holt Forest and Moors Valley as well as our many car park locations across the District, so you'll need a full valid UK driving licence. However, we will consider any proposals put forward by applicants that would allow them to do the job by any other means.

Key Responsibilities & Accountabilities

- responsible for improving promotion of our work and projects, ensuring external communications are clear. This will involve extensive liaison with internal colleagues and external partner organisations to develop in depth knowledge of our work and recreation projects.
- respond efficiently and timely to telephone, social media and email enquiries.
- collect and analyse feedback to identify developing trends and themes (e.g. visitor feedback, permitted activities, social media engagement) and present findings to managers.
- collate internal reports for analysis of data, KPI, etc.

- assisting in the timely and effective procurement of items and merchandise used by the Communications and Marketing team.
- working collaboratively with colleagues across the wider team and responding to enquiries applying own knowledge of recreation programmes and other projects to decide the best method of communication to suit audience needs.
- to support the Marketing and Communications Team with activities, such as organising meetings, preparing papers and circulating actions lists and minutes.
- contributing to the overall impact and professionalism of the Marketing and Communications Team and take an active role in team working within the wider District Teams.

Location-Specific Information (optional)

This role is based at South District office in Lyndhurst, Hampshire, three days a week, with opportunity to work from home on other days via a blended working framework. Regular travel across southern England is required.

Skills, Knowledge & Experience

Essential Professional and Technical experience

- excellent communication skills.
- flexible and adaptable to change in fast-paced environment.
- experience of dealing with public complaints and customer service.
- tenacity/resilience to overcome problems.
- ability to work autonomously.
- excellent organisational and time management skills.
- a good team player.
- demonstrable track record of building good working relationships.
- good written and oral communication skills.
- a full valid UK driving licence.

Desirable Professional and Technical experience

- experience of using different communication platforms, i.e. websites, social media etc.
- experience of creating reports and presentations.
- use of GIS software

Qualifications

Essential

- grade C/4 in GCSE Maths and English.
- competent IT user with experience in MS Office suite of applications

Desirable

- A-level or level 3 equivalent qualification.

