

ICC Engagement Officer**Department:** Children, Young People, Education & Skills**Section:** International Cultural Centre**Reports to:** Chief Librarian**JE Ref:** CYP1139**Grade:** CS08**JE Date:** 15/06/2023**Job purpose**

Engagement Officers work to ensure the successful delivery of the Island's International Cultural Centre's aims by providing access to a broad range of help, advice and information to local communities, whilst working with partners across the Government of Jersey and the third sector identifying potential service development opportunities.

Job specific outcomes

1. Develop a strong understanding of Jersey's multicultural population, helping to build public knowledge of the various communities who are resident in Jersey and the unique cultural histories, traditions and customs associated with those communities.
2. Proactively identify and build collaborative community networks and partnerships with a broad range of stakeholders.
3. Plan projects and develop on-going relationship management with stakeholders.
4. Work with existing community groups and organisations to increase participation, access, and collaboration.
5. Work with citizens to connect them with services and activities that can most positively impact them – providing them with access to the support they need to continue participating in those activities over time.
6. Engage and work with relevant stakeholders within the Government of Jersey (GoJ) to increase awareness throughout GOJ as to community needs
7. Support the ICC Team to ensure all ICC events and services are accessible for all island communities
8. Propose, develop and lead new community building activities and initiatives
9. Work with the Community Connectors network, community groups, services providers, and charities to develop a shared data and research base
10. Build a volunteer base around their work – working with existing and newly engaged citizens and passing on skills and knowledge in community building.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989.

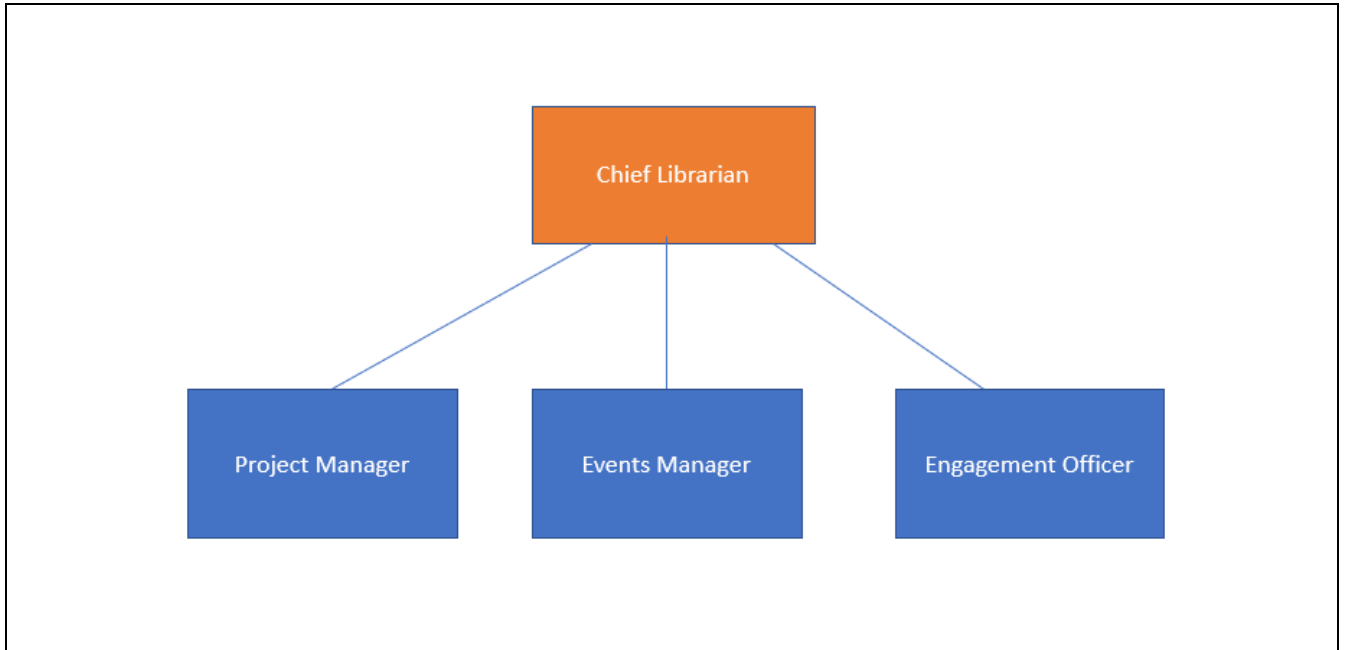
To work in accordance with the Data Protection (Jersey) Law;

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p><i>GCSE or equivalent qualification</i></p> <p><i>Strong track record of working within multi-cultural communities</i></p>	<p><i>relevant social work or related experience and/or qualifications</i></p>
Knowledge	<p><i>Spoken and written proficiency in languages spoken within communities resident in Jersey</i></p>	<p><i>A sound knowledge and understanding of the workings of government and the States of Jersey and experience of working in a political environment</i></p> <p><i>Good understanding of the complex social dynamics of Jersey's communities and its unique blend of cultures, social groupings and socio-economic backgrounds.</i></p>
Technical / Work-based Skills	<p><i>Strong communicator who is able to explain complex ideas in simple and engaging ways to people from a very wide variety of backgrounds, ages and nationalities.</i></p> <p><i>Well organised, with the ability to keep detailed records of meetings, interactions, decisions and contacts.</i></p> <p><i>Exercises accurate judgements in managing complex situations that require analysis, interpretation and comparison of a range of options.</i></p>	<p><i>Knowledge of the use of application Access; E-newsletter systems; online content management systems (CMS).</i></p>

	<p><i>Excellent self-management and track record of being highly action orientated, self-motivated and able to stay focussed on tasks and outcomes even when working on their own.</i></p> <p><i>Team player who facilitates the learning and development of others, recognises where there is a need for improvement and gives accurate and honest feedback in empathetic ways.</i></p> <p><i>Comprehensive knowledge of the use and application of information technology, including Microsoft products: Word, Excel, PowerPoint.</i></p> <p><i>Clean Drivers license</i></p>	
<p>General Skills/Attributes</p>	<p><i>Excellent networker and natural connector, driven by a desire for collaboration, cooperation and integration between different organisations and different sectors of the community; with the skills and drive to work across silos and sectors</i></p> <p><i>High degree of empathy, emotional intelligence, and a strongly adaptive relational style – able to relate effectively to people from all walks of life.</i></p> <p><i>Ability to work to tight deadlines in a changing environment.</i></p> <p><i>Ability to plan events, media briefings, training sessions, workshops and meetings</i></p> <p><i>Able to work flexibly outside 9am – 5pm office hours, with regular evening and weekend work, to meet the needs of local communities</i></p>	

Experience	<i>Experience and strong track record of working with people with complex needs and vulnerabilities.</i>	<i>Understanding of issues related to cultural inequalities and a track record of promoting inclusion and access for underserved and underprivileged communities.</i>

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.