

Engagement & Support Officer

Person Specification

Criteria:

The post holder will be a confident and clear communicator who has a natural affinity for developing warm, positive, constructive and supportive working relationships not only as they provide excellent customer service but in their role as a member of a small team. We are looking for someone who is enthusiastic, self motivated, able to work to deadlines and is tenacious to the nth degree! Being able to work effectively with colleagues and people from a range of backgrounds and positions and commitment to citizen feedback is essential.

As part of a very small team, a flexible approach and the determination to do whatever it takes to get the job done is important.

Knowledge, skills and experience:

- Passionate about the benefits of listening to patients and staff;
- Has a Degree or equivalent;
- Has 2-3 years significant work experience in a customer service, support, sales or training environment;
- Possesses relevant experience, either in a paid or unpaid, in a health or social care setting;
- Advanced IT skills;
- Confident and clear communicator using a range of media effectively;
- Has outstanding customer service and relationship building skills;
- Displays confidence and ability in demonstrate software and business processes to others;
- Has proven abilities in conveying new ideas to a wide range of people;
- Experience of using social media in communications and marketing
- Demonstrates regular use of various communication technologies (Skype, teleconferencing, videoconferencing)
- Has experience of website management/database management
- Relishes dynamic working environment with appropriate autonomy
- Effective and supportive team player
- Works flexibly, demonstrating a high level of self-motivation, initiative and resourcefulness
- Thrives under pressure and consistently delivers highest quality results
- Is willing and able to travel
- Experience of working with social enterprise
- Possesses a clean driving licence, own transport and willingness to travel as required





To apply:

If you are interested in this position, please send a **CV and covering letter**, explaining why you want to work with us and clearly showing the ways in which your skills, knowledge, and experience matches our requirements to, Miriam Rivas-Aguilar, Chief Operating Officer.

Send your application by email to: info@patientopinion.org.uk

By post to: Patient Opinion, New Mesters, 53 Mowbray Street, Sheffield S13 9BD

Closing date: 29 August 2016



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