



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

**Job title:** Engagement & Participation Manager (3469)

**Grade:** M

**Reports to:** Head of Partnerships & Development

**Responsible for:** Family Hubs Engagement & Participation Officer and Family Hub Connectors, Local Offer Manager, Family Information Service Officer and Engagement and Outreach Officer

**Directorate and Service area:** Children's Services, Partnerships & Development

### **Purpose of the job**

The Engagement and Participation Manager will play a key role in ensuring the Children's Engagement & Participation Programme meets objectives by increasing service user and multi-agency engagement and involvement, ensuring the 'voice' of the children and young people shape the delivery of services across North Northamptonshire. The role will focus on development and implementation of service improvement via active and meaningful participation of children and young people.

The primary responsibility will be developing a co-production model which will engage and promote children and young people, with a particular focus on young people whose 'voices are hard for professionals to hear' and those who experience barriers to engagement. Acting as a coach for senior leaders and executives in helping them fulfil the role of

co-production sponsor. The Engagement & Participation Manager will also provide direct support and coaching to all levels of managers and supervisors ensuring the maximisation of service user engagement to inform service delivery.

You will be responsible for evaluating the implementation and impact of co-produced training and resources and support programmes such as, Family Hubs, Early Help and SEND in integrating the 'voice' of children and young people within activities and plans to ensure our families are central to decision making, by integrating engagement & participation management activities into their project plans.

The role will manage relationships and resolve engagement problems within projects and programmes to ensure efficient delivery of outcomes and benefits and to seek solutions to improve service delivery

Managing a small team the Engagement and Participation Manager will have oversight of Children's Services Engagement across the Local Offer, Family Information Service, Family Hubs and support across SEND and Early Years teams.

## **Principal responsibilities**

1. Apply a structured co-production methodology and lead engagement & participation management activities, applying an engagement management process and tools to create a strategy and support adoption of the improvements required by the projects and/or initiative.
2. Complete co-production management assessments including the preparation of risk mitigation tactics to inform the engagement management strategy and reduce the risk impact.
3. Reach out, engage and support young people to influence the world around them in creative and relevant ways – through social media, youth spaces, local and national forums, fun and life enhancing projects.
4. Conduct impact analysis, evaluate and assess change readiness, identifying and managing key stakeholders, ensuring issues and assessments are reported through the reporting channels of the associated Programme.

5. Coordinate efforts with other specialists and integrate engagement management activities into project plans aligning wider enabling functions to understand requirements, capacity and expertise to support the design and delivery of programmes, providing input and documenting requirements to ensure learning is of direct value, with desired outcomes.
6. Identify and manage anticipated resistance, consult and coach teams to ensure there is an integrated approach to Children and Young people engagement & participation with a clear understanding of what's required to co-produce and co-deliver services which improve the lives of children, young people and families in North Northamptonshire.
7. Support engagement & participation management at an organisational level including the coordination of Council wide service user engagement and manage the portfolio with the specific programme as set out in the Children & Young People Plan.
8. Create actionable deliverables for the five change management levers: communications plan, change roadmap, coaching plan, training plan, resistance management plan. Define and measure success metrics to monitor change progress at all stages to influence and shape co-production which informs how the council deliver services .
9. To identify gaps and opportunities in provision, and where necessary, lead multi-agency work to develop, plan and implement solutions and improvements, taking account of national policy, current research and identified good practice.
10. To coordinate, encourage, develop and support joined up communications between partner agencies on public awareness and in support of programmes and strategies relating to Children & Young people.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.

4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

### Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to degree level or equivalent qualification – (Leadership & Management, Business, Project Management, Coaching, Professional Development)	Youth & Community, CYP Engagement, Youth Work  Project Management
Experience and Knowledge	Engagement management principles, methodologies and tools. Solid experience working with children from a wide range of ethnic and religious backgrounds, care and youth justice experience, special educational needs and disabilities and supporting them to take part in Local Authority governance and influence decision making.	High level of business acumen and understanding of organisational issues and challenges.

Attributes	Essential criteria	Desirable criteria
	<p>Project Models Familiarity with project management approaches, tools and phases of the project lifecycle with experience of large-scale organisational change</p>	
Ability and Skills	<p>Exceptional communication skills, both written and verbal with excellent active listening skills. Ability to clearly articulate messages to a variety of audiences and the ability to establish and maintain strong relationships across multiple stakeholders.</p> <p>Effectively influence wide range of people, towards a common vision or goal. Demonstrate the ability to work in partnership with key stakeholders to deliver transformation programmes</p> <p>Resilient and tenacious with a propensity to persevere with a forward looking and holistic approach. Flexible and adaptable; able to work in ambiguous situations.</p> <p>Organised with a natural inclination for planning strategy and tactics with excellent problem solving and root cause identification skills.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Additional Factors		