

## **Job Description and Person Specification**

### **Job details**

Job title: Consultation and Engagement Officer

Grade: PS5

Reports to: Consultation and Engagement Lead

Responsible for: N/A

Directorate and Service area: Chief Executive's – Communications and Policy

### **Purpose of the job**

The Consultation and Engagement Officer supports the delivery of a comprehensive and effective programme of consultation and engagement activities with residents, partners, community organisations and other stakeholders, to inform the Council's decision-making when reviewing, shaping and improving services, strategies and policies.

The postholder will help deliver a range of consultation and engagement activities, utilising various methods and approaches, and help develop and enhance engagement best practice. Answerable to and supported by the Consultation and Engagement Lead.

### **Principal responsibilities**

1. To deliver and support consultation and engagement activities, operating across services with minimal supervision and management, by designing, coordinating/managing, collating, analysing, interpreting and delivering a portfolio of consultation and engagement that will provide evidence to support the development of services strategic objectives. This includes producing mechanisms of participation, forums, feedback sessions, questionnaires, and analysis reporting of these to help shape service improvement and delivery across the Council.
2. Be a conduit for consultation and engagement activities and provide best practice advice on consultation, engagement and involvement methods which include helping to manage and develop various engagement tools, and help collate, prepare and analyse relevant statistical data in order to inform the production of council decision making reports, strategies and policies.
3. Support the corporate Consultation and Engagement Team in providing oversight and support to colleagues and other stakeholders on how to conduct meaningful consultation and engagement activities and campaigns within defined budgets and timeframes, whilst ensuring compliance with corporate requirements are met and mitigating the risk of challenge.
4. Working with the Consultation and Engagement Team and service managers, produce creative and cost-effective strategies, ideas and actions for enhanced participation.
5. Help develop local resources and templates to ensure that consultation and engagement can be carried out effectively whilst enhancing the experience of those using the service.
6. Assist in developing, maintaining and enhancing effective and productive relationships or links with other local authorities, academic institutions and other partner stakeholders as necessary to provide an effective and robust consultation and engagement service.
7. Work to improve service availability, accessibility, customer led provision, co-production and inclusive practice and equity for all, including seldom heard groups and those with protected characteristics, via a range of different effective media and tools, including the Council's website, Consultation and Engagement Hub, face-to-face, social media etc.

8. Support the production of consultation and engagement information to a diverse audience including partners, the general public, local communities, seldom heard groups and other organisations.
9. To make the best use out of web-based tools and software applications available to the organisation including consultation software, to support activities, and build and continually improve the offer of the consultation and engagement service.
10. Help maintain and improve the Council's corporate reputation and participation standards in line with the Council's Values.
11. Assist with the monitoring and evaluation of consultation and engagement work undertaken and help produce written reports to assess the effectiveness of the work.
12. Under the direction of the Consultation and Engagement Lead, take an active role in securing efficiency and continuous improvement of the consultation and engagement service.

## **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 council's 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 is Politically Restricted.**

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council.

### **Working Hours**

The role will require working flexible and anti-social hours. The post holder may be required to work evenings and weekends depending on the nature of the task. They may also be required to work additional hours during peak periods.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> <li>• Educated to degree standard or equivalent, or relevant knowledge and experience</li> </ul>	
Experience and Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of supporting the delivery of various consultation and engagement projects and activities, preferably within a similar organisation</li> <li>• Experience of analysing consultation and engagement data and report writing</li> <li>• Knowledge of quantitative and qualitative research methods</li> <li>• Knowledge of the implications and limitations of different approaches to consultation and engagement</li> <li>• Experience of managing relationships across a large-scale organisation and different levels of authority</li> <li>• Experience of using survey software tools</li> <li>• Knowledge of appropriate communication and engagement techniques to support effective engagement with diverse stakeholders.</li> <li>• Knowledge of data protection, GDPR and accessibility requirements</li> <li>• Understanding of the key principles of consultation, good practice and government guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in local or central government or another public sector organisation</li> <li>• Experience of working with elected members</li> <li>• Experience of working in a politically sensitive environment</li> <li>• Experience of working with, and supporting, diverse stakeholders and multi-agency working</li> <li>• Experience of project management</li> </ul>

Attributes	Essential criteria	Desirable criteria
Ability and Skills	<ul style="list-style-type: none"> <li>• Strong interpersonal skills, with ability to work with a wide variety of people and stakeholders of all levels</li> <li>• Highly organised, motivated, with the ability to prioritise workload (and deal with the pressures arising from this); work on own initiative with minimal supervision; and meet challenging deadlines</li> <li>• Excellent planning, numerical, research and analytical skills and with experience of applying statistical analysis, sometimes within tight timeframes</li> <li>• Excellent written and verbal communications skills</li> <li>• Ability to understand and interpret complex material and developing this to make it easier to understand and digest based on the audience</li> <li>• Adhering to high quality and professional standards of work</li> <li>• Creative thinking, and with a strong eye for detail</li> <li>• Excellent IT skills, including Microsoft Office applications and an ability to quickly learn new software platforms</li> </ul>	
Equal Opportunities	<ul style="list-style-type: none"> <li>• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</li> </ul>	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Additional Factors	<ul style="list-style-type: none"><li>• Ability to work outside of normal office hours when needed.</li><li>• Ability to drive with access to a vehicle.</li></ul>	