

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Corporate Services	Job Ref Number: 02856
Service Area: Communications and Engagement	Grade: 8
Job Title: Senior Engagement Officer	

PURPOSE OF JOB:

To provide the day to day function as the council's expert in providing professional and technical engagement advice and assurance; offering support and guidance to officers and councillors in order to ensure that engagement related activity, including formal consultation, is managed and delivered in a legal, ethical and accountable manner.

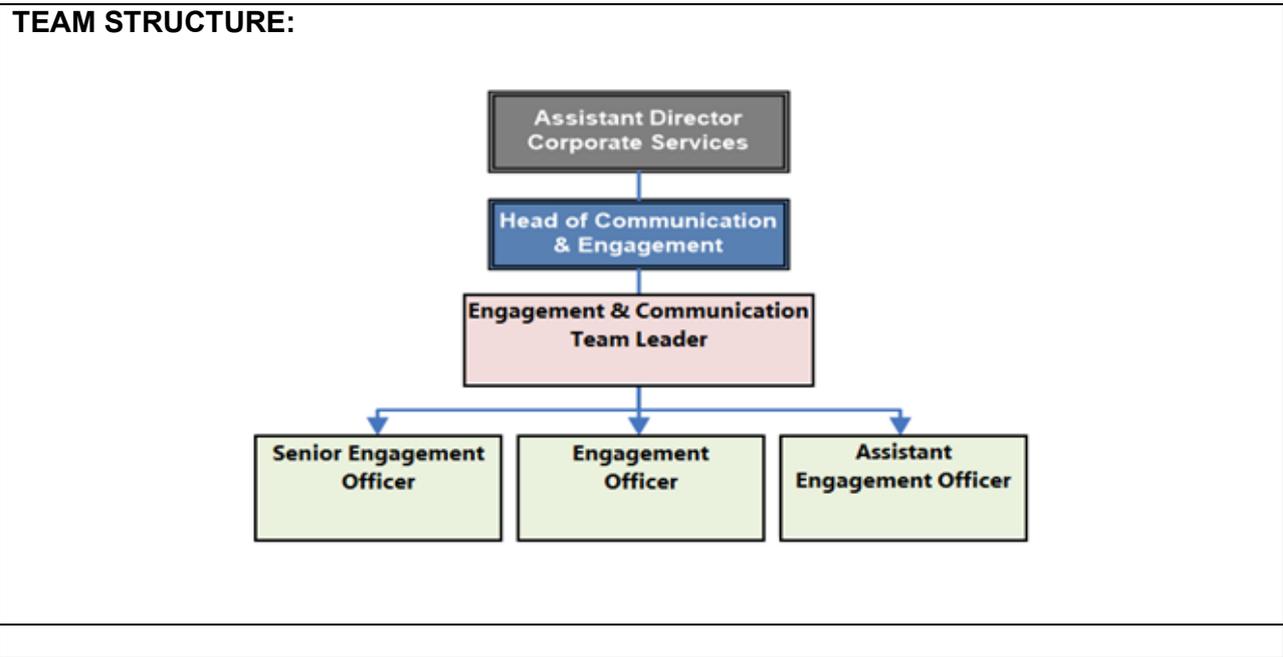
This will include maintaining an enhanced knowledge and understanding of best practice, emerging case law and innovative solutions regarding engagement planning, execution and associated risks.

To monitor the implementation and outcomes of engagement activities in order to capture quantitative and qualitative data.

Following the outcomes of engagement to write a comprehensive document to help inform service plans and delivery.

To ensure the council's corporate messages, in conjunction with communication officers, are delivered to partners and communities.

To establish and maintain effective working relationships with internal and external partners and communities in order to inform and improve service delivery.



MAIN DUTIES:	
1	Deliver effective engagement, consultation and communication activities (including Equality Impact Analysis, surveys, newsletters, events, meetings, analysis and feedback) by providing expert and robust advice and guidance to officers and councillors; enabling them to fulfil their roles as decision makers and/or community leaders.
2	Contribute to and ensure delivery and review of the council's engagement strategy, engagement policy and volunteer engagement policy.
3	Maintain and review LCC's engagement register, calendar and database ensuring that the wide range of community engagement activities delivered meet the diverse needs of Lincolnshire's people and communities.
4	Facilitate the delivery of the council's Engagement Community of Practice enabling sharing of good practice, research and/or training on engagement activities and any planned programme of engagement events.
5	Monitor and analyse information and data relating to engagement activities, ensuring robust and auditable documentation for inclusion in the annual engagement activity review report and for contribution to service improvements with services (ensuring feedback to contributors).
6	Deputise for the team leader as appropriate.
7	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
8	Discharge and support the council's obligations under the Equality Act, working within the requirements of the Corporate Diversity and Equality Strategy, delivering training and leading the completion of Equality Impact Analyses.
9	Represent the council and the service at internal and external meetings, seminars, workshops and other work related functions as required to ensure and enhance the council's influence and reputation. This may include participation in regional / national initiatives (to share information on engagement and performance levels for the delivery of council services).
10	Monitor and review performance including grant funding agreements, ensuring outcomes are accurately and efficiently captured and reported.
11	Lead and facilitate the council's volunteering sub group, ensuring volunteers and volunteer managers are supported appropriately through regular review of relevant documentation and learning packages.
12	Support the facilitation of community and volunteer involvement as part of emergency planning situations by participating and chairing cells at the county emergency centre. To feed into and work closely with the Warn & Inform cell.
13	Act as the main point of information/liaison between Lincolnshire's town & parish councils (and Lincolnshire Association of Local Councils) and the council's services; supporting engagement and consultation advice for these organisations and strengthening the council's working partnership with these elected bodies.
14	Where required work with services to engage with end users as a contribution to the commissioning of services so that specifications meet end user requirements, demonstrating active involvement of stakeholders, end users and community as appropriate.
PERSON SPECIFICATION	

Requirements	Where identified*	Essential	Desirable
Qualification - Degree or relevant professional qualification at degree level	A	Y	
Significant experience of working in an engagement or stakeholder engagement role with detailed knowledge and understanding of same	A/I	Y	
Experience of developing/ managing and delivering strategies/policies	A/I	Y	
Expertise and ability to advise, influence and persuade services, senior managers and/or councillors to ensure effective consultation and engagement; including providing effective challenge which may often require sensitivity and diplomacy	A/I	Y	
Application and understanding of different engagement approaches, tools, techniques and of evaluation models	A/I	Y	
Experience of developing engagement plans and implementing stakeholder or engagement processes and procedures (including stakeholder mapping)	A/I	Y	
Experience of building and maintaining strong and effective working relationships with colleagues (including senior officers) and Councillors, with private, public and voluntary & community sector stakeholders and with customers	A/I	Y	
Ability to adapt to new areas of work and take on tasks/duties outside the field of expertise competently recognising when professional support and supervision is required	A/I	Y	
Advanced knowledge and understanding of current public sector policy and best practice	A		Y
Detailed understanding of and ability to interpret and effectively communicate relevant legislative frameworks and statutory requirements	A	Y	

Experience of working in a pressurised environment and delivering results to tight deadlines with excellent co-ordination skills in order to manage competing demands and priorities on often complex matters	A/I	Y	
Good level of understanding of working in a political environment	A/I		Y
Experience of performance management including measuring achievement against strategic outcomes (this may relate to Grant Funding Agreements and/or commissioning processes)	A/I	Y	
Excellent written and verbal communication skills including the ability to translate complex information into a clear and accessible format for a range of audiences	A/I	Y	
Ability and willingness to work outside normal office hours,	A	Y	
An understanding of equality and diversity	A/I	Y	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.