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|  | **POST TITLE:** | Consultation and Engagement Team Leader |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 12  Job evaluation ref:N9901 |
|  | **LOCATION:** | Your normal place of work will be County Hall, Durham. However, you may be required to work at any council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

**Disclosure & Barring Service:** Not applicable

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Partnerships and Consultation Team Manager and will be required to supervise staff.

1. **DESCRIPTION OF ROLE:**

The post holder will ensure the Council maintains a robust approach to consultation, which meets statutory requirements and promotes good practice, manage corporate consultations, carry out the evaluation of these consultations and support services to implement effective consultation and engagement activities. The role will also involve developing and supporting the council’s approach to asset and service transfers. In delivering this role you will work with partners to take on new legislation and policy developments, develop effective delivery plans, monitor achievements, attract funding and manage and address risk. The management of staff and budgets are included in this role.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* To support the Partnerships and Consultation Team Manager to develop and implement a robust approach to consultation and engagement.
* Work with service groupings to help them to support local communities in accessing the decision-making processes.
* Manage the Council’s consultation plan and support service groupings to ensure a high quality and consistent approach.
* Provide advice and support to service delivery areas on consultation, participation and involvement.
* Promote excellence in consultation & engagement across the council.
* Manage the Council Consultation Officer Support Group to ensure a high quality approach in all consultations.
* To support services to implement consultation and engagement activities which meet statutory requirements and promote good practice.
* Develop and review community consultation, engagement, support and development strategies.
* Promote flexible and responsive service delivery by the council and its partners.
* Work with partners to improve access for local communities to decision making processes, to secure effective responses to community issues and to strengthen partnership working.
* To co-ordinate engagement events across the Partnerships Team
* To research, maintain and collate complex data relevant to community consultation and engagement and share this with partners and staff as appropriate.
* To represent the council at relevant local, regional and national meetings.
* To manage the implementation of agreed strategies and programmes, including the development of appropriate delivery plans, financial management mechanisms, monitoring procedures and evaluation systems.
* To ensure the maintenance of information and data, which can be used by the Council for planning and monitoring community development initiatives and use in the submission of bids for assistance from other organisations.
* To foster and maintain effective working arrangements with partner agencies at strategic and local level, including other statutory agencies, voluntary sector organisations and community groups, to gain recognition and active involvement in the Area Action Partnerships’ activities and initiatives.
* Manage and supervise staff as requested.
* Manage, motivate and mentor staff promoting a culture of quality, creativity and partnership.
* Lead on initiatives at the request of the Partnerships and Consultation Team Manager.
* Produce reports, briefing materials and documentation on key issues and topics for consideration and action through the Council and County Durham Partnership.
* Implement the council’s approach to asset and service transfers including providing advice on funding and grants.
* Help community groups to access Service Level Agreements, where appropriate.
* Develop and link council and partner’s service needs to opportunities offered by community buildings leased to communities.
* Maintain a clear picture of the range of community buildings across County Durham and the opportunities they offer.
* Develop strategic level support mechanisms for community buildings.
* Coordinate a corporate approach to the support of community buildings, including developing strong links with Area Action Partnerships.
* Work with the VCS to develop a coordinated approach to community buildings support.
* Work with partners to develop a consistent approach to asset transfers to communities.
* Keep up-to-date on developments in policy and disseminate this appropriately.
* Manage all expenditure linked to consultation, community buildings and asset/service transfers.
* Monitor budget expenditure on a monthly basis and provide reports on spend against the budget.
* Ensure that value for money is achieved in the use of council funds.
* To assist in other tasks as required by the Strategic Manager - Partnerships.
* Commitment to continuous professional development.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes, and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Consultation and Engagement Team Leader (Grade 12)**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * Educated to degree level or equivalent |  | * Application form * Selection Process * Pre-employment checks |
| Experience | * Significant post qualifying experience of community engagement work. * Experience of leading a team and directly managing staff. * Experience of partnership working with internal and external organisations across a range of community based settings. * Experience of working with Elected Members and senior managers. * Experience of working with the community and voluntary sector representing communities of interest and identity. * Experience of liaising with external agencies in relation to planning and developing engagement activities * Experience of ‘listening and responsive’ working with local people and community stakeholders to identify improvement priorities and agree plans to achieve them. * Experience of working on events * Experience of and ability to review and interpret process information and to apply findings to support continuous improvement. * Ability to initiate and direct projects. | * Experience of working with the media * Experience of team development work | * Application form * Selection Process * Pre-employment checks |
| Skills/knowledge | * Knowledge of how the public and voluntary sectors operate including national and local strategic drivers * Knowledge of the Government’s national policy on engagement and empowerment * Knowledge of consultation and community engagement and participation techniques * Ability to develop and sustain productive networks * Knowledge of current issues in the field of local governance and democracy * Knowledge of community cohesion and social inclusion * Understanding of and commitment to anti-discriminatory practices * Performance management skills * Negotiating, influencing and group facilitation skills * Excellent written and communication skills * Excellent presentation skills * Able to use IT eg Microsoft Office * Able to work with a wide range of partners and agendas * Able to constructively challenge stakeholders at all levels and balance competing interests * Knowledge of issues related to community buildings and compliance * Knowledge of issues related to asset and service transfers * Able to financially manage and control budgets * Innovative approach to problem solving | * + Programme and project planning and management skills   + Knowledge and understanding of the roles and responsibilities of strategic partnerships   + Knowledge and understanding of the requirements and processes underpinning Sustainable Community Strategies   + Understanding of the Councils approach to Area Action Partnerships (AAPs) | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | * Ability to create and maintain effective relationships with colleagues, residents, external partners and elected Members. * Able to relate well and quickly to officers and Members of the County Council and senior staff from other organisations * Able to work under pressure to deadlines * Confident and enthusiastic approach to work * Flexible approach to work * Committed to the principles of equality and diversity * Self-motivated with initiative and the capacity to drive things forward * Commitment to the ethos of customer focused service improvements * Able to develop and motivate teams * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). * May be required to work outside of normal office hours. |  | * Application form * Selection Process * Pre-employment checks |