

# Consultation & Engagement Assistant (IPET)

## Grade 4

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth.
- Live in thriving and sustainable communities
- Be healthier and more independent for longer.

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens.
- Courageous – We recognise our challenges and are prepared to make courageous decisions.
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **Directorate Purpose**

The Children and Families (C&F) Directorate leads our council's statutory responsibilities for children and young people's education, care, and wellbeing. We use a 'whole system' approach to ensure the right mix of support from professionals, the voluntary sector, communities, families, and friends enable children, young people and their families can reach their full potential.

The vision for Children and Families is to create one system, that places children and their families at the heart of all we do. Where support is required for some families, access to this will be local, accessible, make a difference and specialisms will work to enhance those offers.

### **Service Purpose**

The Improvement, Performance and Engagement Team (IPET) is a multidisciplinary team whose purpose is to turn information into intelligence to improve outcomes for children and families.

### **Role purpose:**

As a Consultation & Engagement Assistant you will support the Consultation & Engagement Co-ordinators in the delivery of high-quality and well-planned consultation & engagement activity designed to improve the outcomes of children, young people and families.

The post holder will support delivery across the Children and Families directorate to achieve our one-system vision by organising.

### **Reporting Relationships**

**Responsible to:** Consultation & Engagement Co-ordinator

### **Key Accountabilities:**

1. Contribute to the work of the Improvement, Performance and Engagement Team (IPET) through working collaboratively and constructively with colleagues to deliver against priorities and ensure team processes are followed.
2. Organise consultation and engagement activity on behalf of the team including arranging refreshments, booking rooms, publicity, responding to enquiries, maintaining databases of activity, preparing and gathering resources, attendance and registration.
3. Support the running of participation activity to ensure that the voice of the child/family is heard (this will include attendance at events in the evening or weekend and travelling throughout Staffordshire).
4. Transport young people to and from meetings.

5. With guidance and support, facilitate small groups to obtain feedback to develop services.
6. Support the analysis and sharing of consultation results.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council's objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.





The content of this Job Description and Person Specification will be reviewed on a regular basis.


## Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme	Criteria	Measured by
	<p><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>A Level 2 qualification (e.g. NVQ 2) in an appropriate discipline e.g. Business Administration or equivalent relevant experience.</li> <li>Willingness to undertake further system-specific training as required.</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p>
    	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>Experience of working with children/young people or families.</li> <li>Experience of working with information sharing protocols and data protection compliance.</li> <li>Experience of providing information for reports.</li> <li>General knowledge of the public sector.</li> <li>Ability to work in a complex environment and across organisational boundaries.</li> <li>Experience of using Office 365 and IT systems to gather, analyse and present information.</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p>
	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Ability to utilise O365 and a range of applications including Power BI.</li> </ul>	<p>A&amp;I</p>

	<ul style="list-style-type: none"> <li>• Good organisational skills with the flexibility to adapt to changing workload demands.</li> <li>• Ability to quickly build positive relationships with children and families.</li> <li>• Commitment to excellent customer service and the delivery of high-quality services.</li> </ul>	<p>A&amp;I</p> <p>A&amp;I</p> <p>A&amp;I</p>
	<p>This post is designated as an essential car user and requires an enhanced DBS check.</p>	



Where a disabled candidate meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please contact the Talent & Resourcing Team on 01785 278300