

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Partnership & Engagement Officer	Grade:	PO3
Reports to (Designation):	Partnerships and Engagement Manager	Grade:	PO8
Directorate:	Chief Executive's	Section:	Communications and Engagement

Main Purpose of the job:

1. To support the Council to understand the views of stakeholders and to ensure their views help to shape decision-making and council policies.
2. To provide legally robust, expert consultation and engagement advice and guidance to services across the Council.
3. To support the delivery of a suite of engagement techniques, tactics and channels to help improve the effectiveness of the Council's consultation and engagement work.
4. Contribute to the management and development of the Council's engagement framework, tools and processes.
5. Contribute to the evaluation of consultation and engagement activity, including analytics and reporting.
6. Support services, and where appropriate lead programmes, to ensure the Council's engagement work is accessible, representative and enables residents to effectively share their views and shape decision making.
7. Support the work of the Lewisham Strategic Partnership.
8. Work closely with the Communications team to promote engagement activity and decisions.

PERSONAL DUTIES:

1. Support and advise colleagues on consultation and engagement requirements, methods and best practice.
2. Lead the delivery of specified engagement programmes.

3. Contribute to the management of the Council's core consultation and engagement tools, including online consultation platforms.
4. Support colleagues to analyse and understand the outcome of engagement work.
5. Keep up to date with developments in good practice across the sector.
6. Ensure compliance with GDPR, data protection, accessibility and other statutory requirements
7. Develop and maintain relationships with directorate colleagues and external partners
8. Support the work of the Lewisham Strategic Partnership, providing assistance to the Head of Engagement Strategic Partnerships as needed.

Internal Contacts: These include the Chief Executive, Executive Directors, Communications Team, Mayor's Office, Mayor, Councillors and Cabinet Members.

External Contacts: This will include all current and potential members of the Lewisham Strategic Partnership.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE
TO MEET THE CHANGING NEEDS OF THE SERVICE.**

Number of fully managed staff: 0

PERSON SPECIFICATION

JOB TITLE: Engagement Officer

POST NO

DEPARTMENT: Chief Executive's

GRADE: PO3

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

Knowledge of challenges and issues facing the public sector and in particular local government. **(s)**

Knowledge of engagement approaches, and relevant statutory requirements/guidance **(s)**

Knowledge of a wide range of consultation and engagement methods, tactics and channels **(s)**

Aptitude

Ability to operate within dynamic environment, flexibly but without losing direction.

Ability to advise and provide expert guidance on complex policy issues **(s)**

Ability to work effectively within a political context

Ability to work co-operatively within a team to deliver common and individual objectives and outcomes. **(s)**

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)
(To Be Tested – S)

Excellent communication and presentation skills

Excellent organisational skills

Excellent stakeholder management

Good influencing and persuasion skills

Attention to detail with strong planning, reporting and analytical skills of gathering and interpreting data to enable effective decisions making

Ability to devise and deliver a credible programme of work alongside partners

Experience

Experience of delivering engagement programmes and working effectively with stakeholders **(s)**

Experience of monitoring and evaluating consultation and engagement programmes **(s)**

Experience of working with colleagues and stakeholders to understand their consultation and engagement needs **(s)**

Experience of monitoring and evaluating consultation and engagement programmes **(s)**

Experience of operating independently to lead on high-priority work

General Education

Excellent numeracy and literacy skills

Equality & Diversity

Continuously seeks ways to harness the opportunities presented by the diverse workforce and community

Personal Qualities

Credibility that inspires confidence of colleagues, partners and stakeholders.

Circumstances

Must be able to work flexibly to meet the demands of the job, including occasional out of hours working in evenings.

DBS Disclosure Required?

No

☒

Basic

☐

Enhanced

☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post