



Post Title: Participation and Engagement Officer
Grade: F

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

The Participation and Engagement Officer in Children's Services is responsible for implementing strategies to ensure the active participation and engagement of children, young people, and their families in service planning, delivery, and evaluation. This role involves working collaboratively with various stakeholders to create inclusive and empowering opportunities for children and young people to have their voices heard and influence decisions that affect their lives

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Promote a culture of participation and engagement within the organisation.
2. Plan and deliver a range of engagement activities, including workshops, focus groups, and consultations with children, young people, and their families.
3. Use creative and innovative methods to engage diverse groups and ensure their voices are represented.
4. Facilitate the involvement of children and young people in decision-making processes.



5. Work collaboratively with internal and external stakeholders, including schools, community organisations, and local authorities, to enhance participation and engagement efforts.
6. Build and maintain strong relationships with children, young people, and their families.
7. Represent the organisation at relevant meetings, forums, and events.
8. Collect feedback from children, young people, and their families to inform service improvements.
9. Provide training and support to staff on best practices for participation and engagement.
10. Develop resources and tools to support effective engagement with children and young people.
11. Promote the importance of participation and engagement across the organisation.
12. To understand and be committed to establishing and maintaining effective working relationships with voluntary and statutory agencies to ensure access to a range of high standard universal, targeted and specialist services, to support children and families.
13. To contribute to the creation and maintenance of good working relationships, at all levels, with colleagues in partner agencies, other City Council Departments, and with the local community.
14. To support improved outcomes by contributing to the effective delivery of a programme of audits to Children's Services. To control, manage and complete allocated internal audits and provide written reports that identify clear findings, including risks, and recommendations to resolve issues and drive improvements.
15. To contribute to audit planning processes and to work effectively in partnership with managers and leaders across Children's Services to gain assurance of audit recommendation implementation.
16. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives. Work in partnership with the voluntary and statutory agencies to promote and improve services that are fully inclusive and accessible to all.
17. To be a proactive and positive member of the team, contributing to a problem solving and teamwork approach.
18. To attend team meetings, departmental and multi-agency forums as appropriate. To participate in the development, planning, review and evaluation of service delivery

19. To actively participate in individual supervision with Line Manager and any case over-sight supervision required by the relevant Supervisor, incorporating a reflective practice model.
20. To undertake training, professional learning and developmental opportunities as required. To participate and comply with Nottingham City Councils performance management procedures
21. Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct to uphold standards of best practice

Numbers and grades of any staff supervised by the post holder: n/a

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

Produced by – Sarah Wright- Principal Social Worker

Date – January 2025

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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Qualification requirement	NVQ LEVEL 3 or equivalent	✓	✓	✓
Knowledge	Understanding of the principles and practices of participation and engagement	✓	✓	
	Knowledge of current policies, practices, and legislation related to children's services.	✓	✓	



	Awareness of the diverse needs and experiences of children, young people, and their families.	✓	✓	
	Understanding of safeguarding and child protection principles.	✓	✓	
	Understanding of the City Council and its strategic aims.		✓	
Skills / Abilities	Excellent communication and interpersonal skills, with the ability to engage effectively with children, young people, and their families.	✓	✓	
	Strong organisational and time management skills, with the ability to plan and deliver multiple activities and projects.		✓	
	Ability to use creative and innovative methods to engage diverse groups	✓	✓	
	Competence in facilitating workshops, focus groups, and consultations.	✓	✓	
	Ability to work collaboratively with a range of stakeholders, including schools, community organisations, and local authorities.	✓	✓	
	Proficiency in using digital tools and platforms for engagement and communication	✓		
	The ability to work both independently and as part of a team.	✓	✓	
	Commitment to improving outcomes for children, young people and families.		✓	
	A commitment to high quality 'child-centred' family services.		✓	
	Ability to demonstrate a solution-focused approach that will give confidence to children, young people and their families.		✓	
Experience	Experience of working in partnership with children, young people, families and communities to shape and enhance service provision.	✓	✓	
	Experience in participation and engagement work with children and young people.	✓	✓	
	Experience in planning and delivering engagement activities, such as workshops and consultations	✓	✓	
	Experience in providing training and support to staff on participation and engagement practices	✓	✓	
	Previous experience in a similar role within children's services is desirable	✓	✓	
Information Technology	Ability to use IT systems effectively, including departmental recording systems and Windows based information technology.	✓	✓	
Work to promote mutual respect	Honesty and Integrity		✓	



and good relations	Sensitivity to a diverse range of service users and evidence of responding to their different needs.	✓	✓	
	Experience of handling conflict and managing sensitive issues to achieve positive outcomes.	✓	✓	
	An understanding to the City Council's Equality and Diversity Policy, a commitment to its implementation and application in employment and service delivery.	✓	✓	
Work Related Circumstances	A commitment to supervision and professional development.	✓	✓	
	Willing to work flexibly and outside normal office hours.	✓	✓	
	Must be willing to undertake a DBS check at the appropriate level.	✓		
	Willing to comply with the City Council's non-smoking policy.	✓		
A - Application	AC – Assessment Centre	D – Documentary		