

JOB DESCRIPTION

Job Title	Engagement and Participation Officer		
Directorate	Children and Families		
Reporting to	Service Manager – Partnerships		
Grade	11		
Evaluation ref:	AG0559	Job ref:	Family PRC
Role purpose			
<p>The Engagement and Participation Officer plays a crucial role in ensuring that the Local Authority fulfils its duty regarding the strategic engagement of service users, as specified in the Children and Families Act 2014. This role involves leading operational day-to-day activities to support the participation of children, young people, and, where relevant, parent carers at both individual and strategic levels. The officer will develop and maintain links with these groups, establishing opportunities for their participation through joint commissioning and other initiatives. Additionally, the role includes managing young people involved in various capacities such as Young People's Champions, apprentices, interns, and trainees, and overseeing the relevant SC Youth Forum. The officer will also support quality assurance processes to ensure consistent and effective engagement, monitor and report on the performance of the Participation and Partnerships Team, and provide training and advice to maximize engagement and participation. Furthermore, the officer will liaise with officers across all levels of the organisation, manage specific areas of specialism, and collaborate with public, private, voluntary, and community service providers to coordinate participation work. Upholding the council's equality, diversity, and inclusion policies is also a key aspect of this role</p>			
Responsibilities			
<p>Take a lead operational day to day role in ensuring that the Local Authority is supported to fulfil its duty with respect to the strategic engagement of service users as specified in the Children and Families Act 2014, through consultation and coproduction. This enables the participation of children, young people and, where relevant, parent carers at an individual and strategic level using a range of methods that are appropriate to the needs of the people involved. This role includes:-</p> <ul style="list-style-type: none"> ○ Develop links with children, young people and, where relevant, parents including establishing and communicating opportunities for young people, children and parent carer participation through joint commissioning and other area initiatives. ○ Enable required internal and external links. ○ Provide day to day management of young people (Young People's Champions, apprentices, interns, trainees, work experience) (day to day and line management including support for continuing professional development) and operational management of the relevant SC Youth Forum. 			

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- Support agreed quality assurance processes so that the engagement of young people, children and their parents is consistent, coordinated and up to date and links effectively to participation available elsewhere in the local area.
- Monitor and report on the performance of the Participation and Partnerships Team as part of the provision for information, choice and participation, and to support local commissioning.
- Maintain clear accounts of activities and impacts to contribute to reports required for SC performance management including relevant Boards. Monitor and contribute to relevant websites and alternative access routes to information, so that accessible information is available to support engagement and choice, including dissemination of good practice examples and criteria and provision of a reference point for external stakeholders and user representatives in regard to service user engagement and participation.

Provide training, information and advice for children's services, schools, colleges, early years' settings and other educational agencies to maximise the engagement and participation of families and young people and support the cultural context required for full participation.

Impact

Liaise with officers, at all levels, in all services of the organisation to enable the development and management of participation and engagement, inform commissioning, and manage information, communications and feedback.

Provide operational management of the allocated specific area of specialism i.e. Special Educational Needs and Disabilities (SEND), UK Youth Parliament (UKYP) or In Care Councils (SiCC and SLCC) and associated work programme.

Support and collaborate with, public, private, voluntary and community service providers to enable coordination of participation work.

Has contact with members of the public - responds to customer feedback regarding the Participation and Partnerships Team.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
The role holder must have a thorough understanding of the Children and Families Act 2014 and its implications for service user engagement.	x		
They should be knowledgeable about quality assurance processes and how they apply to engagement and participation activities.	x		

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An understanding of the principles of equality, diversity, and inclusion is essential to uphold the council's policies.	X		
Familiarity with joint commissioning and other area initiatives that promote participation is desirable.		X	
Knowledge of the local area and its service providers, including public, private, voluntary, and community sectors, is beneficial.		X	
Awareness of the latest trends and best practices in engagement and participation is advantageous.		X	
Experience			
The role holder must have experience in managing young people in various capacities such as Young People's Champions, apprentices, interns, and trainees.	X		
They should have a proven track record of developing and maintaining links with children, young people, and parent carers.	X		
Experience in leading operational day-to-day activities to support participation at both individual and strategic levels is essential	X		
Previous experience in monitoring and reporting on team performance and engagement activities is desirable.		X	
Experience in providing training, information, and advice to maximize engagement and participation is beneficial.		X	
Experience in collaborating with public, private, voluntary, and community service providers to coordinate participation work is advantageous.		X	
Qualifications / Registrations / Certifications			
The role holder must have a relevant qualification in social work, youth work, or a related field,	X		
A qualification in quality assurance or a related discipline is desirable.		X	
Certification in equality, diversity, and inclusion practices is beneficial.		X	
A qualification in project management or a related field is advantageous.		X	
Training in joint commissioning and other area initiatives is desirable.		X	
A qualification in community engagement or a related discipline is beneficial.		X	
Skills			

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The role holder must have excellent communication skills to liaise with officers at all levels and manage participation work effectively.	X		
They should have strong organisational skills to manage day-to-day activities and support quality assurance processes.	X		
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The ability to develop and maintain links with children, young people, and parent carers is essential.	X		
Strong leadership skills to manage young people in various capacities and oversee the relevant SC Youth Forum are desirable.		X	
The ability to monitor and report on team performance and engagement activities is beneficial.		X	
Skills in providing training, information, and advice to maximize engagement and participation are advantageous.		X	
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: July 2025