

JOB DESCRIPTION

Job Title	Engagement Officer
Salary Band	SCP 24-26
Reporting to	Engagement & Research Manager
Directorate	Policy, Strategy and Government Relations
Service Area	Evidence, Research & Intelligence

1. Primary Purpose of the Post

To assist the Policy, Strategy and Government Relations Directorate's Corporate Engagement function in the development, project management and delivery of the Corporate Engagement programme for the Liverpool City Region Combined Authority (LCRCA).

2. Key Role Specific Responsibilities

1. Providing effective support to Project Leaders and contributing to the design, planning, co-ordination and delivery of engagement projects and initiatives and to support the Liverpool City Region Combined Authority's Corporate Plan.
2. Liaise with external partners such as those in the transport, private, public, community and voluntary, education, health, and tourist sectors. Includes building relationships with external partners to develop and implement jointly funded engagement projects. Work with organisations to embed initiatives and budgets for those initiatives into their long-term work programmes.
3. Work with internal and external stakeholders to co-develop significant engagement projects and initiatives across the Liverpool City Region.
4. Support to commission internal and external teams' work to support the development and delivery, monitoring, and evaluation of engagement projects. This includes managing tasks, resources, planning and delivery, and the monitoring and evaluation of project activity as allocated by Project Leads.
5. Monitor budgets for all projects and manage aspects of project budgets as assigned by Project Leads.



- 6.** Assist with procurement, the creation of contracts, ensuring value for money, risk management, relationship management and monitoring contract compliance as well as management of external agencies and suppliers.
- 7.** Identification and management of project risk of each of the assigned LCRCA projects.
- 8.** Provide content for the LCRCA website and other digital engagement platforms as assigned by Project Leads.
- 9.** Lead the creation and delivery of innovative engagement activities and initiatives, including the use of digital and social media, that support the Combined Authority's Corporate Plan.
- 10.** Keep abreast of emerging LCRCA policy that impacts on engagement activities.
- 11.** Share good practice in the development and delivery of engagement projects across a range of sectors, encouraging ideas about engagement.
- 12.** Interpret market research, audience segmentation and best practice guidance and apply learning to engagement activities.
- 13.** Ensure all engagement activities and materials adhere to Combined Authority brand guidelines.
- 14.** Promote and participate in a culture of continuous improvement.
- 15.** Facilitate partnership working through engagement activities and projects to achieve innovation in the Combined Authority's activities and investments.
- 16.** Demonstrate awareness and promotion of contemporary technological innovation to drive, lead and implement improvement and innovative thinking and acceptance of other ideas.
- 17.** Ensure objectives set within the Engagement Plan and Individual Performance Plans are met and reviewed with Line Manager, participating in a learning culture.
- 18.** To work in partnership with internal and external stakeholders to promote and maximise the benefits of devolution in the Liverpool City Region.



- 19.** To work with the Communications Team to ensure all projects are aligned with complementary media activity.
- 20.** Attend meetings internally/externally as a proficient representative of the Combined Authority as required.
- 21.** Put stakeholders and members of the public at the heart of everything you do and anticipate and respond to the needs and expectations of stakeholders.
- 22.** Be responsive to needs of stakeholders and work to ensure that the Combined Authority engagement activity is accessible to all communities by adapting our approach, to recognise the diverse needs of our stakeholders including the needs of people with a protected characteristic.
- 23.** Provide expert engagement support and guidance regarding engagement to the Metro Mayor, Portfolio Holders, Elected Members, the LCRCA, Executive Leadership Team etc.

3. General Corporate Responsibilities

1. Ensure compliance with all health and safety legislation
2. Addressing health and safety responsibilities

4. General Managerial Responsibilities

Whilst the role Engagement Officer does not have any direct managerial responsibilities, while carrying out work activities, there is a requirement to manage Community Suppliers and stakeholders within the projects they will be undertaking.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.



PERSON SPECIFICATION

Service Area: Evidence,
Research & Intelligence

Job Title: Engagement Officer

Grade: SCP 24-26

Note to Applicants. Essential criteria are marked with *. All other criteria are desirable.

	CRITERIA	METHODS OF ASSESSMENT
Qualifications and Training	Good standard of education to GCSE level, up to and including Apprenticeship/NVQ Level 3.	A, I
Experience & Knowledge	A proven track record of commissioning, planning and managing engagement and/or projects and initiatives with partners / stakeholders and building networks and relations to support delivery of corporate goals e.g. events, consultation, customer feedback, behaviour change projects, community/public transport projects etc.*	A, I & E
	Experience of using feedback from stakeholders and/or customers.	A&I
	Experience of working collaboratively with internal and external partners.*	A&I
	Experience of managing external agencies and suppliers.	A&I
	Experience of disseminating good practice.	A&I

	CRITERIA	METHODS OF ASSESSMENT
	<p>Knowledge of effective engagement and project development, implementation and evaluation.*</p> <p>Understanding of transport modes and the public, community and voluntary, private, education, health and tourism sectors in the Liverpool City Region.</p> <p>Understanding of opportunities for use of new / social media and technological innovation.</p> <p>Awareness of contemporary techniques and practices in relation to citizen engagement.</p>	<p>A&I&E</p> <p>A&I</p> <p>A&I</p> <p>A&I</p>
Skills/Abilities	<p>Proven project management skills, including business planning, people management, financial control, resource management, problem solving and monitoring and evaluation.*</p> <p>Presentation and engagement skills.*</p> <p>Citizen centric approach to developing and delivering services that are open and accessible to all members of the community, based on a clear understanding of external influences.</p> <p>Diplomatic, strong communication skills, problem-solving, self-starter, proactive.*</p>	<p>A&I&E</p> <p>I&E</p> <p>A&I</p> <p>I</p>

	CRITERIA	METHODS OF ASSESSMENT
Commitment	<p>Exhibit the organisational values; action focused, respect and putting the residents of the Liverpool City Region first. *</p> <p>To deliver the aims and objectives of the LCRCA Corporate Plan</p> <p>Help build the wealth of our communities make a difference to the lives of 1.6 million people we serve</p> <p>Undertake annual Individual Performance Plan to support commitment to continuous personal development</p>	<p>A, I</p> <p>I</p> <p>I</p> <p>I</p>
Other	<p>DBS clearance*</p> <p>Willing to work flexibly, which may include occasional evening and/or weekend work.</p>	<p>I</p> <p>I</p>

Key to Assessment Methods:

I - Interview P - Presentation A - Application E - Exercise T - Test AC - Assessment