# ROLE DESCRIPTION

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|---|---|
| **Job Title** | Citizen Participation Project Lead |
| **Salary Band** | SCP 33-36 |
| **Reporting to** | Citizen Participation Manager |
| **Directorate** | Policy and Strategy |
| **Political Restriction** | No |

## 1. Primary Purpose of the Post

To lead on the design, planning, delivery, monitoring and evaluation of diverse types of engagement projects for the Liverpool City Region Combined Authority, to ensure the Combined Authority maximises the benefits of devolution by meaningfully engaging with citizens and communities in the development of policies and projects. In doing so, the Project Lead will play an instrumental role in embedding an Engagement First approach to the work of the organisation by assisting the Citizen Participation Manager in the strategic development of an impactful citizen engagement programme and working closely with policy and project leads inside and outside of the organisation.

## 2. Your responsibilities

**Project Design, Management, and Implementation**

1. Lead on the design, project management and coordination of engagement projects, initiatives, and campaigns, to further promote the Combined Authority's corporate priorities.

2. Actively manage engagement projects to enable the team to deliver high-quality engagement activities which meet project objectives.

3. Develop strong project plans which include clear outcomes and success criteria.

4. Manage project delivery with reference to project plans and address any actions or adjustments needed to resolve delivery issues.

5. Undertake robust project evaluation to identify successes and capture lessons learnt.

6. Embed effective Project Management principles to strengthen our Engagement First approach, with clearly defined project definitions and plans, SMART objectives, sophisticated stakeholder strategies and risk registers.

7. Adopt constructive monitoring and evaluation processes to evaluate the impact of our engagement activities, aligned to our Social Value Framework. Contribute compelling case studies and other evidence to incorporate into the annual Corporate Social Value Performance accounts.

8. Provide clear workstream briefs for members of your project teams, ensuring that project tasks are clearly articulated and aligned to SMART objectives, desired outcomes, and measures. Work closely with the Citizen Participation Manager, to ensure that progress against individual action plans and performance plans is communicated effectively and any challenging feedback is conveyed.

9. Produce high-quality Equality Objectives and Equality Impact Assessments as an integral part of any project plan.

10. Awareness and implementation of contemporary technological innovation to steer participation advancements and demonstrate increased levels of engagement across the Liverpool City Region, including administration of the Citizen Space Digital Engagement platform.

**Stakeholder Relationships**

11. Work across policy areas as the main point of contact for policy leads and other officers who require engagement services. Build and maintain strong working relationships to underpin effective development and delivery of required citizen participation activity.

12. Maintain and build strong, sustainable stakeholder relationships across the Directorates, Service Areas, Local Authorities, key delivery partners, community networks, and external stakeholders (residents), to cultivate effective partnership working. Identify further opportunities for collaboration and sharing of good practice across all sectors with colleagues in the LCRCA.

13. Undertake social engagement and research across all the protected characteristics to maximise participation from seldom-heard groups and identify innovative, participatory, and creative ways of engaging.

14. Help to socialise comms messages, translate technical concepts into simple and engaging language, and work with internal colleagues to ensure that stakeholder messages are consistent and coordinated with other activity.

15. Ensure that data is entered in the Corporate CRM system to support effective contact management within the organisation.

16. Organise and facilitate regular partner meetings and events and share key strategic information.

17. Self-manage and work as part of our wider team to be an effective group facilitator, enabling a full range of voices and opinions to inform our Citizen Participation Strategy.

**Continuous Improvements**

18. Promote a culture of action-focused delivery which puts the residents of the City Region first, through a culture of ownership, accountability, professionalism, and action-focused work plans.

**Commissioning and Budget Responsibilities**

19. Commission and manage delivery partners through our Community Suppliers Network and corporate procurement function, to support the development, delivery and evaluation of our citizen participation projects, ensuring compliance and value for money.

20. Manage and reconcile individual citizen participation project budgets to satisfy our internal finance and audit functions. Approve invoices in accordance with the Financial Regulations thresholds.

**Other**

21. Keep knowledge of strategic policy areas aligned to the Corporate Plan up to date.

22. Comply with legislation and organisational policies.

Contribute to the Performance Management Framework. Assess individual progress, and areas of significant strength against the Corporate Plan.

**3. General Corporate Responsibilities**

1. Ensure compliance with all health and safety legislation.
2. Address health and safety responsibilities.
3. Comply with GDPR and Data Management rules.
4. Comply with Corporate Policies and Procedures including Financial Regulations.

**PERSON SPECIFICATION**

**Job Title**: Citizen Participation Project Lead

| Criteria | | |
|---|---|---|
| **Qualifications and Training** | **E = Essential<br>D = Desirable** | **Identified By** |
| Good standard of education to GCSE level, up to and including Apprenticeship/NVQ Level 3. | D | **A, I** |

| **Experience and knowledge** | **E = Essential<br>D = Desirable** | **Identified By** |
|---|---|---|
| Knowledge and experience of effective, contemporary and creative engagement methodologies. | **E** | **A, I, P** |
| Awareness of opportunities for technological innovation. | **D** | **A, I** |
| Robust stakeholder relations, with capacity to build effective networks to support the overall delivery of the citizen participation programme. | **E** | **A, I, E** |
| Experience of using research, evidence, and intelligence to inform the development and delivery of citizen participation projects. | **E** | **A, I, E** |
| Ability to demonstrate collaborative working with internal and external partners. | **E** | **A, I, E** |
| Experience of managing external organisations and suppliers. | **E** | **A, I** |
| Experience of disseminating good practice. | **D** | **A** |

| **Skills and abilities** | **E = Essential<br>D = Desirable** | **Identified By** |
|---|---|---|
| Proven project management skills, including project risks, issues, dependencies, expenditure, monitoring and evaluation. | **E** | **A, I, P, E** |
| Presentation and engagement facilitation skills. | **E** | **P, I** |
| Citizen centric approach to developing and delivering citizen participation projects that are inclusive and accessible to all members of the public. | **E** | **A, I, P** |
| Effective communicator, pragmatic approach, solution focused, self-starter, proactive aptitude. | **E** | **A, I, P** |

| | | |
|---|---|---|
| Demonstrate successful progress against the corporate Performance Management Framework and Service Area Delivery Plan. | **D** | **I** |

| **Personal Attributes** | **E = Essential<br>D = Desirable** | **Identified By** |
|---|---|---|
| DBS Clearance | **E** | **I** |
| Willing to work flexibly, which may include occasional evening and/or weekend work | **D** | **I** |
| **Core Behavioural Competencies** | **E = Essential<br>D = Desirable** | **Identified By** |
| Exhibit the organisational values; action focused, respect and putting the residents of the Liverpool City Region first. | **E** | **A, I** |
| To deliver the aims and objectives of the LCRCA Corporate Plan. | **D** | **I** |
| Help build the wealth of our communities make a difference to the liver of 1.6 million people we serve. | **D** | **I** |
| Undertake annual Individual Performance Plan to support commitment to continuous personal development. | **D** | **I** |

**Key to Assessment Methods:**

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| I – Interview | A - Application | P – Presentation | E- Exercise |