

Directorate:	Deputy Chief Executive's Department
Unit/Section:	Marketing and Resident Experience
Grade:	KR10
Responsible to:	Customer Experience and Relationship Manager

Purpose of the job:

To provide KCC services with high quality expert advice and guidance relating to the legal framework for local government public consultation and KCC's established consultation process. Develop and deliver programmes of consultation and engagement with residents and other external stakeholders for service or policy changes and development. Provide expert external communications and marketing advice in relation to consultation and engagement activity. Manage consultation and engagement projects as part of the wider marketing function ensuring alignment of messaging and full understanding of wider implications of the advice provided.

Main duties and responsibilities:

- Responsible for providing legally robust expert consultation advice and guidance to KCC services throughout the planning and delivery of projects. This will involve day to day management of the consultation process, whilst being able to identify and escalate emerging risks and issues appropriately.
- Contribute to the management and development of KCC's engagement platform, including designing and publishing content, liaising with the software provider, and procurement as required.
- Be a conduit for consultation and engagement projects between directorate colleagues and teams within the Chief Executive and Deputy Chief Executive's Department, engaging other colleagues as required.
- Contribute to the evaluation of consultation and engagement activity, including analytics and reporting.
- Develop and maintain relationships with directorate colleagues and external partners.
- Play a key role in ensuring compliance with GDPR, Data Protection and Accessibility requirements.
- Keep abreast of changes to the legal framework and developments in good practice across the sector and share these with colleagues to highlight potential organisational risk with existing practices or new ideas and innovative approaches to enhance current practices.
- Direct and supervise colleagues supporting the delivery of consultation and engagement activity.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Engagement and Consultation Adviser*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to degree level or equivalent or be able to demonstrate relevant professional knowledge and experience.
EXPERIENCE	<ul style="list-style-type: none">• Extensive background in providing legally robust, professional advice within public consultation, engagement, and communications.• High-level of experience of managing relationships across a large organisation or with a wide range of stakeholders/organisations.• Extensive experience and proven track record of managing consultations and planning engagement with diverse audiences with successful outcomes.
SKILLS & ABILITIES	<ul style="list-style-type: none">• Excellent written and oral communication skills.• Self-starter and initiative taker.• Excellent attention to detail, as well as analytical, planning and problem solving skills.• Ability to manage multiple projects simultaneously.• Skilled at managing relationships positively at all levels across an organisation and able to direct supporting staff in projects.• Political astuteness and ability to persuade and influence through negotiation.• Ability to interpret policy, assess impact of any changes and understand the wider implications of the advice provided.• Understanding of how to make complex material simple to digest and understand.• Ability to manage competing priorities, and able to deal with the pressures arising from this.• Commitment to equalities and the promotion of diversity in all aspects of working.
KNOWLEDGE	<ul style="list-style-type: none">• Expert understanding of the legal requirements of public consultation for the public sector.• Expert understanding of consultation, engagement and communication methods.• Demonstrable understanding of Data Protection, GDPR and Accessibility requirements.

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge.
- We are **curious** to innovate and improve.
- We are **compassionate**, understanding and respectful to all.
- We are **strong together** by sharing knowledge.
- We are all **responsible** for the difference we make.

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile.

Curious - constantly learning and evolving.

Compassionate and Inclusive - compassionate, understanding and respectful to all.

Working Together - building and delivering for the best interests of Kent.

Empowering - Our people take accountability for their decisions and actions.

Externally Focused - Residents, families and communities at the heart of decision making.