

Kent County Council

Job Description: **Engagement Officer (programmes)**

Directorate: Adult Social Care and Health
Unit/Section: Business Development Unit
Grade: KR10
Responsible to: Stakeholder Engagement Manager

Purpose of the Job:

Provide support across the remit of the stakeholder engagement team's work plan, primarily focusing on the delivery of the engagement and communication for key programmes led by the Adult Social Care and Health directorate.

To drive, coordinate and implement programme engagement by championing the voices of the people we support, our partners and our workforce. To draw upon a range of appropriate techniques in order to communicate news, achievements, and challenges of the directorate to different audiences and to drive participation.

The role will proactively drive and deliver opportunities for stakeholders to be involved in the design and delivery of a number of key projects. The role is varied, exciting and rewarding, with an emphasis on communicating person-centred adult social care.

Main duties and responsibilities:

1. Support the Stakeholder Engagement Manager in delivering the objectives of the Stakeholder Engagement Team workplan, including coordination and delivery of programme-related activity.
2. Prepare, write, and deliver accessible briefings, communications, and information for a variety of audiences to promote adult social care initiatives and the work of the directorate.
3. Be an ambassador for the directorate, building and managing stakeholder relationships in relation to adult social care programmes of work.
4. Actively encourage participation and active listening across all stakeholder groups and report relevant outcomes back to those stakeholders to close the feedback loop in a timely way.
5. Engage effectively with service users, carers, and staff at all levels across the council including at project meetings, boards, leadership meetings, partnership networks and public forums.
6. Build good relationships with key corporate communications and engagement colleagues and partners of the Adult Social Care and Health directorate.
7. Support the team in providing guidance to internal colleagues when needed on effective engagement and communication techniques including online and offline techniques (primarily online and remotely at present).
8. Support the Stakeholder Engagement Manager in both building on existing, and creating new, engagement and communications channels to make the best use of new technologies for maximum effectiveness in reaching our population and our workforce.

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

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Person Specification: **Engagement Officer (programmes)**

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. English GSCE.
EXPERIENCE	<ul style="list-style-type: none"> Experience of coordination of communications and engagement at a programme level. Experience of involvement and participation with members of the public. Background in working in a Social Care or Health setting. Experience of partnership working arrangements. Experience of supporting the implementation of policy into practice. Experience of working with a wide variety of stakeholders including senior leaders. Experience of promoting and celebrating equality and diversity through programmes of work.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent written and verbal communication skills. Ability to successfully manage competing priorities. Ability to influence at a range of levels across of variety of professional groups and organisations. Ability to develop and manage relationships with a variety of stakeholders. Excellent analytical skills and ability to use data to plan and make decisions. Presentation skills and good interpersonal skills to work with a wide range of service user groups and representatives. Good use of plain English. Working knowledge of project management and delivering time-sensitive communications.
KNOWLEDGE	<ul style="list-style-type: none"> Excellent working knowledge and understanding of engagement, participation, and communications. Knowledge and understanding of appropriate legislation e.g. the Care Act, the duty to engage and statutory public consultation. Awareness of GDPR and confidentiality issues.
BEHAVIOURS AND KENT VALUES	<ul style="list-style-type: none"> 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. <p>Kent Values: Open</p> <p>Invite Contribution and Challenge</p> <p>Accountable</p>