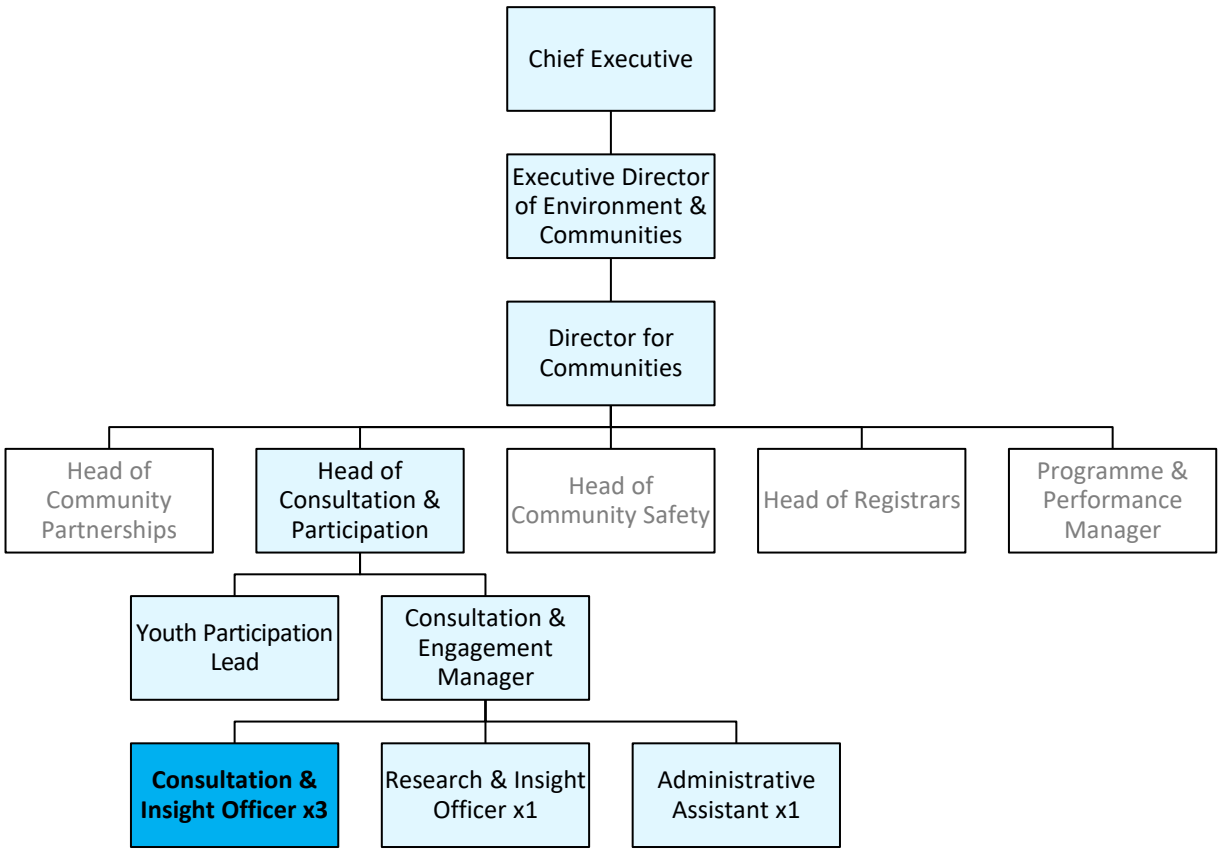
JOB DESCRIPTION

Job Title	Consultation & Insight Officer
Position Number(s)	
Department	Communities
Section or Service	Consultation & Participation
Grade	Grade F

DESIGNATION:

Responsible to:	Consultation & Engagement Manager
Employees directly supervised *(if applicable)*:	None
Family Tree:	



1. JOB PURPOSE:

- To conduct a range of consultation exercises with stakeholders using a variety of methodologies to assess attitudes to, and satisfaction with, Council services.
- To plan and undertake consultation projects to robust methodological standards in the most cost effective manner.

- To lead on one of the following areas:
    - **Citizens' Panel** – developing, managing and sustaining the Royal Borough's Citizens' Panel. Ensuring it contributes a valuable consultation resource for services.
    - **Co-ordination and intelligence** – Taking a lead on maintaining the Council's consultation database, ensuring consultation is co-ordinated and intelligence gained is shared across the organisation and to lead development of the Council's consultation related web presence and electronic consultation resources
    - **Best practice and standards** – Ensuring the Council's consultation activities are carried out to a high standard by establishing and maintaining consultation best practice guides and standards and co-ordinating a consultation best practice group

2. DESCRIPTION OF DUTIES:

Be responsible for one of the following specific arears of work

Citizens' Panel	Coordination & Intelligence	Best Practice & Standards
1. Manage the Royal Borough's Citizens' Panel, ensuring it maintains a representative membership and benefits from the latest innovation including enabling technologies 2. Plan and deliver an ongoing programme of consultation with the Citizens' Panel and analyse and report back on findings of consultations 3. Produce newsletters, You Said We Did statements, and relevant communications so Panellists can fully participate in activities and see the difference their input is making. 4. Report key metrics on Panel participation, and delivery initiatives including recruiting new members to maintain its volume and diversity	1. Take a lead on maintaining the Council's consultation database, producing quarterly reports for Senior Managers/Leadership Team on consultation activity and outcomes 2. Produce fortnightly flash briefings on consultation activity for Lead Members and senior managers 3. Collect and share intelligence gathered through consultation activity with colleagues across the Council 4. Develop and maintain consultation pages on the Council website and Intranet.	1. Establish and maintain consultation best practice guides, standards and training to ensure consultation is carried out to a high standard across the Council (including action planning as a result of exercises) 2. Establish and maintain a Consultation Best Practice Group with representatives from each directorate 3. Maintain and update consultation plans and keep a full audit trial of all project documentation, including use of SharePoint. 4. Deliver a programme of consultation best practice sessions for staff across the Council

General duties

5. Design and undertake a range of quantitative and qualitative (e.g. focus groups) consultation exercises to inform Council policies and services, including the provision of support to colleagues across the organisation.
6. Present consultation findings in user friendly formats suitable for a variety of audiences including compelling reports, infographics and workshops
7. Support and advise colleagues across the organisation on their choice of consultation methods, and to ensure consultation and research projects are appropriate and use robust methodologies in accordance with the Council's Charter for Public Participation.

8. Support and advise colleagues across the authority on the appropriate use of consultation findings in informing strategic, service and financial planning.
9. To ensure compliance with equalities legislation and GDPR in publishing consultation related information.
10. All staff are expected to work in an agile matrix managed way across Communities as business as usual; being required to work across the department to support other teams in the delivery of political priorities and on cross-departmental projects to support implementation of the Council Plan.
11. All staff are expected to carry out their job in compliance with the Council's Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the internet

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

3. DIMENSIONS:

This post holder sits within a team of six and works to support the Council's efforts in improving community participation in local life and decision making, and contributes to the Service's reach into approximately 30,000 residents from across the borough.

4. PERSON SPECIFICATION:

Job Title:	Consultation & Insight Officer

Conditions to Note:

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	**Equal Opportunities** Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.

B	**Qualifications:** **Essential:** • None
C	**Skills; Experience and Attitude** **Essential:** • Proven track record of involvement in effective public consultation. • Experience of designing, implementing and completing a range of consultation projects. • Experience in collecting, handling and analysing large amounts of information, and presenting this to a variety of professional and lay audiences in an understandable form (in particular numerical information). • Excellent skills in designing and undertaking quantitative consultation projects. • Good numerical and analytical skills. • Good level of computer literacy-word processing, databases, spreadsheets and Microsoft applications are essential. • Possessing some experience of local government or the wider public sector. • Experience in the use of online survey packages. • Knowledge of and experience in the use of qualitative consultation methods including focus groups.

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • **We put local people at the heart of decision making in everything we do.** • **We seek to include and involve: all voices matter.** • **We provide quality services that are responsive, effective and efficient.** The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT**

- **We listen to everyone and value the personal experiences of people in our communities and of each other.**
- **We adopt a fair, and involving approach regardless of any way in which an individual is different to us.**

The following examples are indicators of effective behaviour:

- I adapt my approach to take account of all differences and cultures in the community and with colleagues.
- I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.
- I communicate in a way that is respectful, encourages involvement and meets people's needs.

Our residents will feel that:

- I feel my culture and background are respected.
- I have confidence that action is being taken.
- I feel I am being treated fairly.

F

INTEGRITY

- **We act with openness, honesty, compassion, responsibility and humility.**
- **We let people know what we are doing and communicate why and how decisions have been made.**

The following examples are indicators of effective behaviour:

- I demonstrate empathy in my interactions with others.
- I am honest and transparent about the decisions I take.
- I follow through on the actions I say I will take and take ownership for communicating the outcome.

Our residents will feel that:

- I am told when something is not possible and the reasons why are explained to me.
- I feel my perspective is listened to and understood.
- I feel my views are valued.

G

WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.