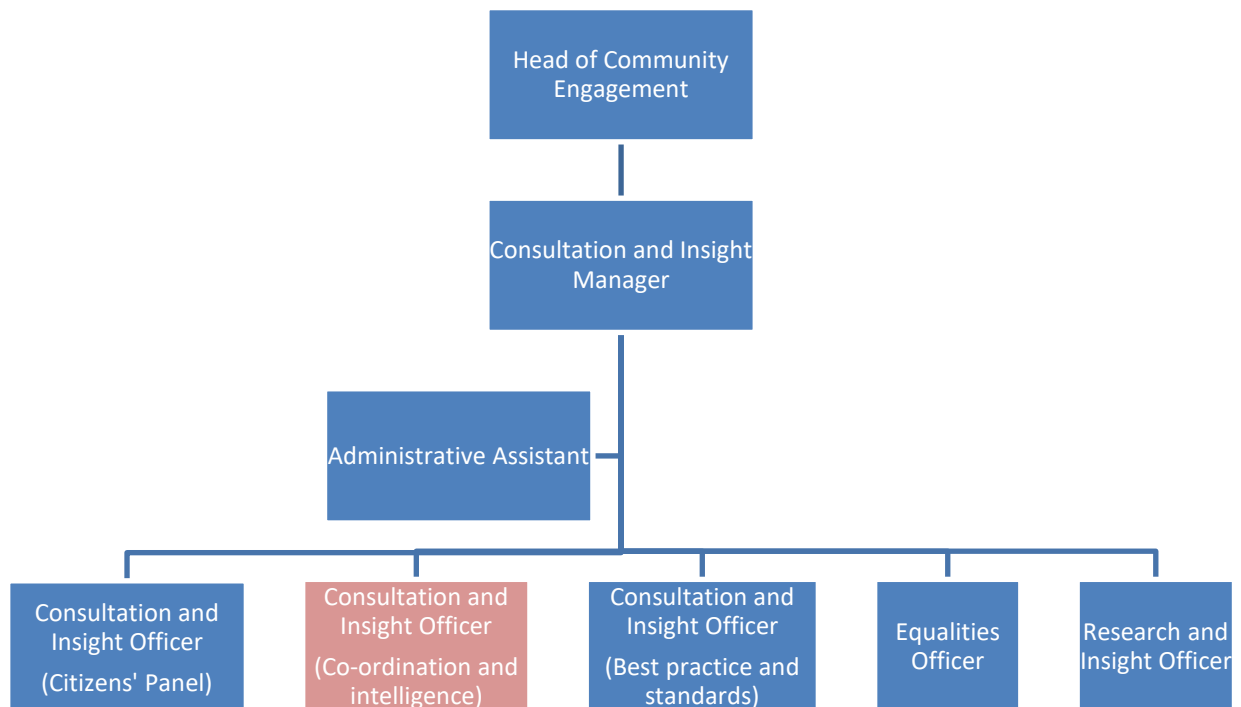


## JOB DESCRIPTION

<b>Job Title</b>	Consultation and Insight Officer (Best practice and standards)
<b>Position Number(s)</b>	
<b>Department</b>	Consultation and Insight Team
<b>Section or Service</b>	Community Engagement
<b>Grade</b>	Hay HMGN221 £29,000 to £39,200

## DESIGNATION:

<b>Responsible to:</b>	Consultation and Insight Manager
<b>Employees directly supervised (if applicable):</b>	None
<b>Family Tree:</b>	
See below	



## **1. JOB PURPOSE:**

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- 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.
- Ensuring the Council's consultation activities are carried out to a high standard by:
  - Establishing and maintaining consultation best practice guides and standards.
  - Co-ordinating a consultation best practice group

## **2. DESCRIPTION OF DUTIES:**

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- To design and undertake a range of quantitative and qualitative consultation exercises to inform Council policies and services, including the provision of support to colleagues across the organisation.
- To present consultation findings in user friendly formats suitable for a variety of audiences.
- 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.
- Support and advise colleagues across the authority on the appropriate use of consultation findings in informing strategic, service and financial planning.
- Establish and maintain consultation best practice guides and standards to ensure consultation is carried out to a high standard (including action planning as a result of exercises)
- Design and maintain the Council's consultation risk register.
- Establish and maintain a Consultation Best Practice Group with representatives from each directorate
- To ensure compliance with equalities legislation and GDPR in publishing consultation related information.
- To carry out any other duties that may be reasonably required.
- 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

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I agree to the above job description

Post Holder.....  
Date.....

Head of Service.....  
Date.....

**3. DIMENSIONS:**

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The post holder is not directly responsible for budget or staff management.

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I agree to the above job description

Post Holder..... Date.....

Director / Chief Officer..... Date.....

## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Consultation and Insight Officer (Best practice and standards)
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### 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.

<b>A</b>	<p><b>Equal Opportunities</b></p> <p>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.</p>
<b>B</b>	<p><b>Qualifications</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level, or equivalent.</li> </ul>
<b>C</b>	<p><b>Skills; Experience and Attitude</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Proven track record of involvement in effective public consultation.</li> <li>• Experience of designing, implementing and completing a range of consultation projects.</li> </ul>

- 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.

**Desirable:**

- Experience in the use of Snap and/or other online survey package.
- Possessing some experience of local government.
- Knowledge of and experience in the use of qualitative consultation methods.
- Familiarity with Customer insight techniques.

Our Values & Behaviours	
D	<div style="background-color: #00bcd4; border: 1px solid #000; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>• <b>We put local people at the heart of decision making in everything we do.</b></li> <li>• <b>We seek to include and involve: all voices matter.</b></li> <li>• <b>We provide quality services that are responsive, effective and efficient.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
E	<div style="background-color: #4caf50; border: 1px solid #000; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• <b>We listen to everyone and value the personal experiences of people in our communities and of each other.</b></li> <li>• <b>We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
F	<div style="background-color: #00bcd4; border: 1px solid #000; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;"><b>INTEGRITY</b></div> <ul style="list-style-type: none"> <li>• <b>We act with openness, honesty, compassion, responsibility and humility.</b></li> <li>• <b>We let people know what we are doing and communicate why and how decisions have been made.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued.</li> </ul>

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**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.