

Job Description

Job title	<Adult Social Care Engagement Support Officer>
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 3
Reports to	<Engagement Manager

Main purpose of the job:

The role of the engagement business support officer, will be to provide high quality, timely and comprehensive administrative support to the engagement team to support with both internal and external engagement.

To work collaboratively with colleagues within the council, our providers and partner organisations, individuals, families and carers to assist with our engagement work and support us to ensure we are hearing the voices of Medway's most vulnerable individuals and families.

Any other reasonable duties required to support the engagement team.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

General Admin: Carry out general admin duties, such as supporting meetings, managing the team inbox, dealing with any incoming calls and queries.

Internal engagement: Assist with the implementation of policies and strategies to improve wellbeing and engagement and distribute weekly emails to all adult social care division.

Stakeholder engagement: Manage and develop the stakeholder database to ensure that all providers, partners are included. Look at ways in which we can develop to include more individuals, families and carers.

Communication: Create and distribute informative materials, including newsletters, social media updates, and reports, to keep the community informed about services, events, and initiatives.

Event coordination: Assist with event coordination such as booking meeting rooms, refreshments, arranging equipment

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Feedback: Accurately record and analyse feedback to provide data and theme specific areas to report back to the engagement manager. Look at ways in which we can gather more feedback and provide data on any individuals who didn't provide feedback so that the engagement team can make contact to understand why.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be responsive.
- Be understanding.
- Be honest.
- Be focused.
- Be realistic.
- Be a good time keeper.
- Be resourceful in your approach.
- Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

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'Make no decision about me without me.'

Organisation:

This role reports to the Engagement Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

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Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent.
- Willingness to work towards Level 3 in Business Administration or equivalent.

>Level B (in addition to level A criteria)

- Working towards Level 3 in Business Administration or equivalent.

>Level C (in addition to levels A and B)

- Level 3 in Business Administration or equivalent.
 - Evidence of ongoing continuous professional development.
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Knowledge

Level A

- < Knowledge of GDPR and its importance when handling data and information sharing.
- A good understanding of relevant policies and procedures in own area of work.

Level B (in addition to level A criteria)

- < A good understanding of equality, diversity and inclusion.
- A detailed working knowledge of the broader activities of the service.

Level C (in addition to levels A and B)

- A good understanding of GDPR legislation and best practice in relation to information sharing.
- A good understanding of the Council's Record Retention Policy and freedom of information protocols.

<add in role specific knowledge>

Experience

Level A

- Experience of providing an administrative and/or customer support service.
- Experience of updating records accurately using electronic or hard copy filing systems/databases.
- Experience of undertaking complex minutes and taking a proactive approach to tracking actions

Level B (in addition to level A criteria)

- Experience of dealing with confidential and sensitive data.
- Experience of coaching/supporting others in their role.
- Experience of providing project support.

Level C (in addition to levels A and B)

- Experience of confidently using specialist IT packages relevant to the service area in which you are working.
- Experience of providing general information, advice and guidance on internal procedures relating to finance.
- Experience of contributing to Freedom of Information requests.

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Skills

Level A

- Ability to use Microsoft Word, Excel, Teams and Outlook.
- Ability to demonstrate effective organisational and planning skills.
- Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to input data, where care, accuracy, confidentiality and security are important.
- Ability and willingness to travel in order to meet requirements of the role.

Level B (in addition to level A criteria)

- Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience.
- Demonstrable ability to explain straightforward tasks to others, where required.
- Demonstrates the ability to deal with considerable levels of work-related pressure.

Level C (in addition to levels A and B)

- Ability to model high levels of professionalism and promote a culture of professional standards.
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.