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| **Job Title** | **Range** | **Main Purpose of Job** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| Engagement Officer | Range 3 | To support Child-Friendly Medway engagement with children, young people, parents, carers, families, and wider community including internal and external partners.  Helping to lead an exciting programming of events and activities for children and young people, including creative arts workshops, drop-in sports, book reading, soft-play, seasonal and themed activities. As well as larger scale events like Child Friendly Medway City Halls and partner led events such as Medway Mile.  Support and lead on existing and new projects like our Signs of Youth, and new Young Citizens and Young Mayor initiatives. Supporting children and young people to engage with projects by facilitating focus groups, public talks, and school assemblies.  Support social media and communication platforms to ensure key information/news is shared with our target audience and stakeholders across Medway. Work with internal and external partners to promote programming and engagement opportunities for children, young people and families in Medway. As well as a variety of administrative tasks to support event planning, finance, funding bids, guest management, data collection, analysis, and reports. | Required for this level | In addition to level A | In addition to levels A and B |
| **Qualifications**   * Good standard of education with two Level 3 qualifications, such as A level in a relevant subject such as business, youth, SEND | **Qualifications**   * First aid qualified | **Qualifications**   * Can evidence continuous professional development commensurate with the role |
| **Knowledge**   * Knowledge of local issues in relation to Children and Young People (C&YP) interests and needs in Medway * Knowledge of events and activities that are popular for children and young people, including best practice for engaging with the public * Awareness of safeguarding and GDPR requirements related to children and young people * Understands the duty of care requirements to support children and young people at CFM events, including unaccompanied attendees | **Knowledge**   * Developed area of knowledge in an area of interest that could add value to events programming for C&YP, such as: sports, music, creative arts, training. * Applied knowledge of safeguarding responsibilities and risk assessment requirements | **Knowledge**   * Developed knowledge of partners and resources in Medway that can effectively benefit and support programme delivery * Extensive knowledge in applying safeguarding and risk assessment to event delivery |
| **Experience**   * Experience of working or volunteering with C&YP up to age 25 * Data collection and experience of completing research as instructed to support various workstreams * Working in partnership with local organisations * Experience of gathering and collecting feedback to evidence Youth Voice * Experience of supporting engagement and public interaction at events * Experience of supporting project delivery | **Experience**   * Working with C&YP and their families, with some support * Support with delivering content and public speaking at events and activities * Data collection, research and analysis to support with funding bids * Working with schools, youth groups and other community partners * Experience of responding to and sharing feedback trends with partner agencies * Experience of leading engagement at small events (under 100 attendees) and supporting event planning * Experience of planning and delivering projects | **Experience**   * Experience of working with C&YP up to age 25, their families, youth groups and organisations * Experience of leading the delivery of public speaking at a variety of events and meetings * Experience of data collection, research, analysis and report writing, and lead on the report writing and monitoring of funding bids * Delivering engagement events in collaboration with local partners such as schools and youth groups * Working with partners on collaborative youth voice projects and workstreams, based on feedback from various sources * Experience of leading engagement and planning for medium sized events (100 - 300 attendees) * Experience of supporting event planning for large scale (300+ attendees) events, with responsibility for leading on delegated tasks * Experience of conceptualising new projects and developing workstreams |
| **Skills**   * Use of ICT (Microsoft Word, PowerPoint, Teams, Excel) to manage shared inbox and mobile phone effectively * Able to complete administrative tasks related to events, projects and business to a good standard * Good communication skills and ability to adapt style and delivery to suit the target audience * Can listen to the voice of the child * Can work effectively as part of a team * Able to follow instructions and follow procedure * Able to use all social media platforms to create posts promoting events and engage with audience * Can support with event planning and delivery with some support and instruction | **Skills**   * Can prepare and deliver presentations and/or meetings using ICT packages effectively * Can use effective interpersonal skills to collaborate and build relationships with internal and external partners * Can actively listen and capture the voice of the child * Can work as part of a team and independently, with minimal support * Can apply own initiative to complete event tasks, adhering to process and procedures * Can use social media to schedule posts and plan marketing materials * Able to demonstrate flexibility and adaptability to support with event delivery | **Skills**   * Prepare and deliver presentations and speak at meetings with internal and external partners * Excellent communication skills and ability to design and create communication tools such as newsletters and annual reports * Listen, capture and apply learning and actions related to the voice of the child to improve delivery * Able to work independently * Can use own initiative and apply creative thinking to problem solve during events and activities * Can create marketing and engagement materials to support event and social media activity |
| Community Partnership & Engagement Officer | Range 4 | Lead specialist for participation and engagement delivery for Child-Friendly Medway. Help to design and lead the voice of the child engagement strategy and programming for the Child-Friendly Medway initiative. Capturing and responding to what matters most to children and young people.  Developing best ways of practice to engage with all children and young people across Medway, ensuring that hard-to-reach groups are included.  Leading and managing team members and partners to deliver a wide array of programming and activities across Medway for children, young people, parents/carers and families. To include sports, creative workshops, soft-play, family films and themed events, as well as large scale events like the Medway Mile and the Child Friendly Medway City Hall events.  Work with Medway Council teams and external partners, including schools, youth organisations and the wider community to develop partnership working opportunities. Play an active role in steering groups and community forums aimed at supporting or working with children and young people or families.  Develop youth voice projects to showcase meaningful participation work delivered as part of the Child-Friendly Medway initiative, such as Signs of Youth, Young Citizen and Child-Friendly Medway City Halls.  Listen to the voice of parents/carers of the most vulnerable children and young people to support Medway Council’s role as the Corporate Parent, and work with Medway Council teams on their co-production strategies.  Support the Child-Friendly Medway Lead with external fundraising and sponsorship opportunities.  Designated Safeguard lead for Child-Friendly Medway. | Required for this level | In addition to level A | In addition to levels A and B |
| **Qualifications**   * Good standard of education with two Level 3 qualifications, such as A level * Safeguarding certificate intermediate level 3 | **Qualifications**   * Completed 50% of relevant level 5 subject * Relevant additional training for C&YP such as Youth Work, SEND, Early Years | **Qualifications**   * Level 5 Diploma, or equivalent, ideally related to youth and community work or another related and relevant field such as Childcare, Education or Business |
| **Knowledge**   * Awareness of local government practices and processes relevant to the role * Knowledge of principles of participation and application * Knowledge and application of safeguarding principles and how to protect children and young people * Knowledge of social media platforms and their use * Developed area of knowledge in an area of interest that could add value to programming for children & young people, such as: sports, music, creative arts, training. * Knowledge of funding bid requirements | **Knowledge**   * Applied knowledge of working within the regulations and policies of a local authority * Applied and extensive knowledge of participation * Knowledge and awareness of emergent trends related to safeguarding and local issues * Knowledge of children and young people’s interest and needs in Medway * Awareness of targeted groups * Applied knowledge of funding bid standards and requirements * Knowledge of the council’s financial system for the processing of invoices and monitoring budgets | **Knowledge**   * Sharing knowledge and coaching other team members on: Medway policy and practice, Participation, safeguarding, social media use, local issues including children and young people’s interests * Knowledge of targeted groups and areas of depravation * Awareness of support required for those with additional needs |
| **Experience**   * Experience of working with children and young people, and their families, in community settings and with community partners and schools * Extensive experience of participation and engagement with children and young people (aged up to 25) * Experience of supporting the management of a team and coaching others * Experience of using data collection and analysis to improve work streams * Experience of using social media platforms to promote service offering * Experience of supporting and/or delivering public engagement for events or activities, in a community or school setting * Experience of financial processes such as petty cash expenditure and accounting | **Experience**   * Experience of co-developing, with children, young people and their families, work streams and delivery * Experience of creating participation opportunities * Developed experience of working with internal and community partners to deliver events, activities and participation opportunities * Experience of providing line management to a team * Experience of developing public engagement for events and/or activities in a community or school setting * Experience of managing and supporting Engagement Officers with funding bids * Experience of obtaining and evaluating quotes for goods and services and preparing financial reports | **Experience**   * Extensive experience of leading the development and delivery of work and activities for, and with, children, young people and their families * Experience of using youth voice to evaluate and inform decision making related to participation and workstreams * Extensive experience of leading collaborative working with internal and community partners in delivering participation opportunities * Developed experience of providing line management and leadership of a team, including performance management * Experience of leading on the development and evaluation of public engagement for events and/or activities in a community or school setting * Experience of managing project budgets and completing financial reporting |
| **Skills**   * Proficient use of Microsoft packages to include Outlook, Teams, Word, Forms, PowerPoint and Excel, and bespoke ICT software * Ability to effectively manage a varied workload with conflicting priorities and deadlines * Ability to create programming and activities for children, young people, parents/carers and wider community * Excellent communication skills, with ability to select appropriate medium to suit the target audience for internal and external stakeholders * Able to manage partner engagement | **Skills**   * Can lead on development of programming and activities for children, young people, parents/carers and wider community * Can lead on development of programming to recognise, achieve and celebrate children and young people * Developed communication skills particularly in communicating with children, young people, parents and carers, internal and external partners, stakeholders and team members, adapting the communication style as required * Ability to demonstrate resilience through periods of change and can provide direction and guidance to the team, such as dynamic risk assessing at events | **Skills**   * Able to evaluate programming and activities for all stakeholders * Develop, analyse impact and evolve recognition programmes for children and young people * Able to identify need for change and coordinate an effective solution to improve workstreams |
| Events & Business Support Officer | Range 4 | Lead Child Friendly Medway delivery of engagement events and activities for children, young people, and families across Medway, in an efficient, safe and cost-effective way in accordance with all legislation and Medway Council policies. Contribute to the planning, development, partnership working, and promotion of our exciting ‘Seeing is Believing’ events and activity programme.  Working within a collaborative team ensuring safe delivery and plans are in place for all events and activities. They will be supported by the team to produce new event ideas, plans (when required) and resources for events, especially for larger scale events. | Required for this level | In addition to level A | In addition to levels A and B |
| **Qualifications**   * Good standard of education with two Level 3 qualifications, such as A level | **Qualifications**   * Completed 50% of relevant level 5 subject * Relevant additional training for C&YP such as Youth Work, SEND, Early Years | **Qualifications**   * Level 5 Diploma, or equivalent, ideally related to youth and community work or another related and relevant field such as Childcare, Education and Business |
| **Knowledge**   * Awareness of legislation, practice and policy related to delivering events: such as Purple Guide * Practical and procedural knowledge of organising and delivering events * Awareness of popular events and activities aimed at children and young people * Awareness of health and safety regulations relating to event management | **Knowledge**   * Knowledge and understanding of legislation related to delivery and management of events: purple guide * Working knowledge of best practice and methodologies in event planning and delivery * Evidence based knowledge of children and young people’s interest and needs in Medway and events that meet these needs * Applied knowledge of health and safety regulations relating to event management including code of practice for out-door events * Knowledge of local venues, event related equipment and suppliers * Applied knowledge of working within the regulations and policies of a local authority * Knowledge of the council’s financial system for the processing of invoices, monitoring budgets | **Knowledge**   * Enhanced knowledgeand understanding of current and emergent events related legislation and policy * Demonstrable knowledge of health and safety regulations relating to event management; code of practice for out-door events; and the management of event safety * Applied knowledge of the purple guide within the practice of organising and delivering events |
| **Experience**   * Experience of organising and managing delivery of business, community or school activities and events * Experience and confidence in public engagement at events, school assemblies, and delivering presentations * Experience of working with children and young people under the age of 25 * Experience in providing administrative support; including monitoring finance and fundraising workstreams * Experience of public speaking | **Experience**   * Working with parents, carers, families, schools and local community organisations to co-design programmes that meet the needs and interests of children and young people in Medway. * Experience of working within Medway, including sports clubs, youth groups and uniform organisations etc. * Experience in supporting administrative, finance and fundraising workstreams * Experience in completing data collection and analysis, and report writing * Experience in supporting with funding streams, including research, completing applications and supplier management * Experience in using new technology to maximise service delivery | **Experience**   * Experience of planning, developing and delivering community events and activities * Experience of working with schools, and delivering public engagement and presentations at events including school assemblies * Experience supporting youth voice and undertaking consultation with children and young people * Experience of analysing data and writing evaluative reports for senior officers and key stakeholders * Experience of securing funding, including research, writing applications and reports * Management of suppliers and funders, including relationship management, delivery, billing, contracts and payments * Using and developing new technology and methodologies to maximise and enhance service delivery |
| **Skills**   * Proficient use of Microsoft packages to include Outlook, Teams, Word, Forms, PowerPoint and Excel, and bespoke ICT software * Excellent communication skills, with ability to select appropriate medium to suit the target audience for internal and external stakeholders * Ability to explain and demonstrate straightforward tasks to others * Able to create and manage event and staffing plans to support delivery. * Able to manage partner engagement - scheduling programming, contracting of partners, performers, venues and suppliers * Can lead small and largescale events on the day: including guest engagement, staff, venue, partners, catering, communications, press, marketing and social media * Able to write contracts, event and floor plans, speaking notes, supporting the creation of marketing materials and promotion * Can write and deliver event briefings and post evaluation * Can analyse data and undertake research to inform advice and recommendations when writing reports * Ability to work effectively as part of a team and manage a varied workload with conflicting priorities and deadlines * Can respond and resolve to problems, identifying solutions and taking appropriate action * Can demonstrate high levels of integrity * Can support with finance requests, using internal systems, such as requesting invoices, raising purchase orders, procurement, cash advances, non-purchase orders and handle small financial amounts * Ability to drive | **Skills**   * Developed communication skills particularly in communicating with children, young people, parents and carers, internal and external partners, stakeholders and team members * Skilled in using data and research to provide analysis and evaluation in report writing * Can work independently to manage workload, deliverables and meet deadlines * Can provide training and coaching to others and can delegate tasks and help others with workload management * Anticipates potential problems and prepares solutions and identifies mitigating actions * Can support the development of and delivery of marketing materials such as newsletters, mailouts and posters * Demonstrates ability to manage the budget and financing of delivering an event | **Skills**   * Able to use data and research to interpret varied and complex information, provide analysis and evaluation to produce well written and informed reports * Able to explore improvements or alternative ways of working, demonstrating flexibility, adaptability, and resilience * Can undertake line management responsibilities |
| Child Friendly Medway Lead | Range 6 | Lead and manage the Child Friendly Medway initiative and team, reporting to the Chief Executive and the Child-Friendly Medway Partnership Board.  Lead the Child Friendly Medway initiative, developing a clear project plan, delivery and marketing strategy, programme of engagement, budget management, and ensuring delivery against the identified project actions/activities. This will include engagement with Medway’s children and young people to understand their needs/wants as part of a Child Friendly Medway. Analyse the findings, listen to the voice of the child and develop a Medway approach to shape the initiative. Work with children and young people to co-develop an action plan for Child-Friendly Medway.  Work with internal and external partners to develop child-friendly approaches to workstreams and community projects to help make Medway even more child-friendly. plan for Child-Friendly Medway. | Required for this level | In addition to level A | In addition to levels A and B |
| **Qualifications**   * Educated to degree level or equivalent level qualification in a related and relevant field * Relevant qualifications (level 3 or above) supporting working with children, young people and families, such as youth work, social work, education, child-care, and coaching etc. | **Qualifications** | **Qualifications** |
| **Knowledge**   * Awareness and understanding of children and young people’s needs in Medway * Applied knowledge of safeguarding principles and how to protect children and young people * Awareness of the One Medway Council Plan * Knowledge of promoting and maintaining a brand profile | **Knowledge**   * Developed knowledge and understanding of children and young people’s needs within Medway through interaction and evidence-based data * Knowledge of Medway Council, Medway the place and community organisations within it * Organisational knowledge and understanding of Medway Council to include governance processes, positioning, steering groups and boards. * Knowledge of under-represented communities and how they can be represented through CFM initiatives * Knowledge of and how CFM interfaces with One Medway Council Plan, strategies | **Knowledge**   * Knowledge of legacy programming and sustainability for large scale projects and the CFM initiative * Knowledge / awareness of best practice / initiatives in other local authorities |
| **Experience**   * Previous experience of project management and programming * Experience of working on projects to benefit children, young people and their families either professionally or voluntarily * Extensive experience of working with community stakeholders * Experience of budget management including forecasting and monitoring * Experience of identifying and developing funding streams and relationships * Experience of team management and delegation and evaluation of tasks | **Experience**   * Experience of developing, leading and evaluating project streams * Extensive experience of team and people management, including leadership, coaching and performance management * Experience of writing, preparing and researching funding bids * Experience of delivering regular direct updates on strategy to elected Members * Extensive experience of delivering presentations and reports for a variety of stakeholders to inform, update, engage and encourage collaboration with CFM * Experience of presenting and engaging with Medway Council teams, steering groups, boards and Councillors * Experience of developing strategic planning, risk evaluation, funding, staffing, delivery * Experience of building and developing the CFM brand | **Experience**   * Experience of using evaluation and analysis, including return on investment, to conceptualise new projects * Experience of inspiring, motivating and developing people * Experience of winning, delivering and evaluating funding bids * Experience of completing and delivering projects for Medway Council teams, elected members, steering groups, boards and other key stakeholders * Experience of showcasing the CFM brand and ethos nationally |
| Skills   * Able to demonstrate high levels of professionalism, resilience, and standards at all times * Can conceptualise strategy, engagement, brand campaigns, Youth Voice, events, programmes and partnership working to direct CFM delivery * Ability to thoroughly analyse and evaluate data and information and present in a report format * Ability to demonstrate adaptability and resilience in finding appropriate and effective solutions * Can demonstrate strong creative skills to continue leading and developing the CFM initiative * Ability to oversee and direct large scale community events * Can work autonomously managing a high workload and meeting deadline expectations * Developed communication skills particularly in communicating with children, young people, parents and carers, internal and external partners, stakeholders and team members * Able to work collaboratively and effectively with internal communications to develop engagement and marketing materials * Ability to build sound and productive working relationships with colleagues, partner and staff groups and can engage others in a credible, persuasive way. * Proficient user of Microsoft and bespoke packages * Able to lead and direct appropriate and effective social media use | **Skills**   * Ability to demonstrate awareness of risk identification and mitigation * Ability to empower, motivate and inspire the team to share and develop new ideas and ways of working * Can take and encourage calculated risks to test and embed new ideas * Proficiency in relationship building with internal and external stakeholders * Ability to develop and maintain the brand identity of CFM through marketing and communication * Able to deliver strategy for CFM * Able to use high level communication and persuasion skills to negotiate with suppliers, venues, partners and other external organisations | **Skills**   * Can act as a lead brand ambassador for CFM to encourage internal and external engagement of key stakeholders * Able to embed CFM as a service within Medway Council * Able to direct and coordinate communication and engagement strategy and all marketing to maintain brand identity * Can develop delivery plans, realistic budgets, programming and ways of sharing information that meet the needs of CFM initiative, Medway Council teams, external partners and wider community * Can maintain a high standard of brand integrity for CFM * Can create and deliver emergent strategic improvements for CFM |