

Job Description

Job title	Engagement Officer
Directorate	BUSINESS : Business Support
Division	Child Friendly Medway
Range	MPR 3
Reports to	Community Partnership & Engagement Officer

Main purpose of the job:

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.

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

Accountabilities and outcomes:

Work closely with children, young people to capture and respond to the Voice of the Child in Medway.

Work closely with children, young people, parents, carers, internal and external partners to co-design programming that meets the needs and interests of children and young people in Medway.

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Be responsible for safeguarding children and young people at Child-Friendly Medway events, as well as acting as a chaperone for the Young Mayor at other community events, and key point of contact for the Young Mayor and Deputy Young Mayors and their parents/carers.

Support event planning and guest management, communications, marketing promotion, finance, funding bids, and administrative tasks, including developing presentations, education materials, surveys, data collection, analysis, research and report writing.

Work with internal and external partners to promote programming and engagement opportunities for children, young people and families in Medway.

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.

Organisation:

This role reports to the Community Partnership & Engagement Officer

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

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

Working Style:

FIXED - The post holder will be permanently based at Gun Wharf, although they may be expected to work at various locations across Medway with frequent off-site working within the community.

Person specification

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

Qualifications

Level A

- Good standard of education with Level 3 qualifications, such as two A level in a relevant subject such as business, youth, SEND

Level B (in addition to level A criteria)

- First Aid Qualified

Level C (in addition to levels A and B)

- Can evidence continuous professional development commensurate with the role
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Knowledge

Level A

- 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

Level B (in addition to level A criteria)

- 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

Level C (in addition to levels A and B)

- 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
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Experience

Level A

- 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

Level B (in addition to level A criteria)

- Working with C&YP and their families, with some support
- Support with delivering content and public speaking at events and activities

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- 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

Level C (in addition to levels A and B)

- 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

Level A

- 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

Level B (in addition to level A criteria)

- 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

Level C (in addition to levels A and B)

- 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

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- 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