

Job Profile

Position Details	
Post	Consultation Co-ordinator
Service Area	Strategy and Communications/Communications
Reports to	Head of Communications
Grade	PO5
Job Family	To be completed by HR

Role Purpose
<p>The purpose of the role is to develop creative and effective approaches to community engagement and consultation in Haringey, delivering meaningful two-way engagement and statutory and non-statutory consultations across the Council.</p> <p>The postholder will use their passion for improving community engagement and increasing participation in service design and local democracy to support the Council in delivering an exciting consultation agenda that supports the delivery of the council's priorities and objectives.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. To administer, maintain and run Haringey Citizens' Panel via online engagement software, including maintaining and updating consultation pages on the corporate website/microsite with consultation findings and results. 2. To provide advice, research, information and analytical support to members and officers on matters relating to consultation, including choice of techniques, question design and processing and analysing results. 3. To commission external research services based on council and service requirements including developing the brief, liaising with providers and managing the consultation process from conception through to implementation, completion and analysis. 4. To help increase the use of participatory approaches to service commissioning, design and improvement, and to inform decision making, working with the council's partners (in particular our voluntary sector partners) to do this. 5. To ensure all consultations are undertaken to the highest standard, meeting any legislative requirements and effectively engaging our diverse community. 6. To liaise with council services to develop a corporate timetable of engagement and consultation exercises, to facilitate a joined up and effective approach to engagement. 7. To provide a complete survey service to internal colleagues using our Citizens' Panel, from initial brief to analysis of results and producing reports. 8. To represent the council at appropriate meetings of officers, members, partners, the public, and other meetings as required.

9. To keep up to date with statutory requirements, policy developments and best practice guidance relating to consultation, and to share this information with colleagues and partners.

Generic Responsibilities
<ol style="list-style-type: none"> 1. Understanding, knowledge and ability to follow guidelines that ensure compliance with Health and Safety at Work, Data Protection and other statutory requirements. 2. Understanding of and commitment to promoting and implementing the Council’s Equal Opportunities policies. 3. Knowledge and experience of using IT. 4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<ul style="list-style-type: none"> • Educated to degree level in a relevant discipline such as consultation/engagement/research/data management/analysis and/or ability to demonstrate relevant experience. 	E
<ul style="list-style-type: none"> • Certificate of Professional Development (Consultation Institute). 	D
<ul style="list-style-type: none"> • Knowledge of consultation case law/best practice/national principles around effective consultation and engagement activities – including understanding of equalities legislation and specific duty to engage. 	E
<ul style="list-style-type: none"> • Experience of all aspects of consultation (planning, stakeholder mapping, results analysis and presentation, evaluation of process). 	E
<ul style="list-style-type: none"> • Knowledge and experience of managing or leading on complex consultation activities. 	E
<ul style="list-style-type: none"> • Experience of utilising a wide range of different consultation and engagement mechanisms. 	E
<ul style="list-style-type: none"> • Ability to implement monitoring and evaluation tools to demonstrate the effectiveness of citizen engagement activities. 	E
<ul style="list-style-type: none"> • Ability to work closely with communities to carry out effective engagement and consultation exercises. 	E
<ul style="list-style-type: none"> • Excellent communication skills, oral and in writing, including presentation skills in formal and informal settings. 	E
<ul style="list-style-type: none"> • Excellent attention to detail, including experience of producing of published and public-facing content. 	E
<ul style="list-style-type: none"> • Knowledge and experience of using bespoke software to build/design surveys such as SNAP or other survey tools. 	E
<ul style="list-style-type: none"> • Ability to provide advice and information to inform and persuade decision-makers. 	E

<ul style="list-style-type: none"> • Political sensitivity, good interpersonal skills and ability to develop strong working relationships with senior managers, colleagues, contractors, partners and elected members. 	E
<ul style="list-style-type: none"> • Excellent people skills and a good understanding of different community needs, with an ability to draw on this to engage a range of communities in consultation exercises. 	E
<ul style="list-style-type: none"> • Results orientated with a track record of success. 	E
<ul style="list-style-type: none"> • A self-starter with the strong confidence to take ownership and responsibility for work and outcomes. 	E

Main Contacts & Other Information	
<u>Main Contacts:</u>	
<ol style="list-style-type: none"> 1. Assistant Director for Strategy and Communications (post is being recruited) 2. Lesley Gordon, Head of Communications 3. Jean Taylor, Head of Policy 4. Laura Wileman, Team Manager, Media and Marketing 	