

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PE	Role Title	Participation Lead
Grade	PS8	Reports to (role title)	Team Manager Participation and User Voice
		Directorate	Children, Families, Learning and Communities
JE Band	269-313	Service	
		Team	Quality Relationships
		Date Role Profile was created	Apr-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Work with children and young people to ensure that they have access to participation opportunities to enable them to influence professional practice and service development, and ultimately to influence improvement in service experience and outcomes.</p> <p>Work in a child and young person focused, inclusive way and champion the rights of children and young people to have their views heard and taken into account in line with relevant human rights conventions, policies and procedures.</p> <p>Liaise, communicate and build relationships with internal/external departments to share knowledge, raise awareness and ensure quality, integrated service delivery.</p> <p>Allocate work and monitor the performance of participation in the named service area and line manage junior members of staff to maintain standards.</p> <p>Lead participation and engagement projects and events within service area. Present and provide feedback to senior leaders and boards. To effectively challenge and be challenged as part of representing and advocating the rights of service users.</p> <p>Analyse and share intelligence gained from participation and engagement activity with relevant organisations and services.</p> <p>Safeguarding responsibilities</p>
Work Context	<p>The Quality and Performance Division comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions.</p> <p>Participation Leads will work directly with children who are currently using or have used services. They work with a range of user groups and networks, for example, those who access emotional wellbeing and mental health services, additional needs and disability services, looked after children and care leavers. Participation Leads work in partnership with other statutory and voluntary organisations to deliver wider participation strategies and they initiate and maintain appropriate channels of communication with key partner agencies and within Surrey County Council.</p> <p>Participation Leads are responsible for advocating children and young peoples voice and , challenging practice to influence positive service changes.</p>
Line management responsibility if applicable	Directly line manage approximately 2 junior members of staff.

Budget responsibility if applicable	Small budget responsibilities for service area, approximately £10k.
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<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the regular monitoring and review of services established to facilitate service improvement. • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. • Promote and manage the delivery of the service to meet the needs of the public. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan personal and/ or team resources to enable delivery of a quality service. • Lead small scale projects and reviews or support more complex projects and reviews to promote engagement within the service area. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Adhere to established processes and systems to monitor and review service delivery and achievement of agreed objectives. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for and manage work within the finance and resources allocated. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, partner organisations, the community and volunteers on operational issues and opportunities to share knowledge, raise awareness and ensure quality, integrated service delivery. <p>People Management</p> <ul style="list-style-type: none"> • Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Advanced Vocational Qualifications at level 4 and/or relevant professional qualification and specialist experience. • For some roles a relevant degree may be required. • Sound knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area. • Customer focus and the ability to listen to and understand customer needs to provide appropriate services to a high standard. • Ability to manage a range of projects to completion. • Proven IT skills and able to use technology to be effective in the role. • Effective written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels. • Ability to prioritise and plan and make best use of personal resources in achieving performance objectives. • Ability to organise, develop and motivate a team of staff and apply relevant Council procedures and policies.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Knowledge and experience of relevant Children's Rights legislation and guidance. • Knowledge and experience of participation models and methods. • Knowledge and experience of managing safeguarding procedures. • Knowledge of child development and of how children and young people communicate. • Ability to challenge, and to be challenged at board level, as part of representing and advocating the rights of users. • Skills in engaging and empowering children and young people to express their views. • Ability to initiate and develop partnerships with young people, professionals and other organisations • Experience of working directly with children and young people. • Enhanced DBS Clearance. • Willingness and ability to travel around county and work outside normal office hours.

Role Summary	<p>Roles at this level may supervise a team providing a public facing service of facility. Alternatively, they may hold specialist knowledge used to provide a service involving complex equipment/resources to enable customers to access, examine and utilise assets, resources and information. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They engage with members of the public, customers or other agencies/ partners to review and promote service delivery and resolve problems. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>
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Reference Number	BM-2023-249
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