

Role Profile

Part A - Grade & Structure Information

| | | | |
|-----------------|---------|-------------------------------|-------------------------------------|
| Job Family Code | 8CLES | Role Title | Participation Lead |
| Grade | PS8 | Reports to (role title) | Service Manager Relational Practice |
| | | Directorate / School | CFL |
| JE Band | 269-313 | Service / Department | Inclusion and Additional Needs |
| | | Date Role Profile was created | Aug-24 |

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 | Work with families and other stakeholders 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. Work in person centred, inclusive way and CHAMPION the rights of children and young people with additional needs, their families and other stakeholders to have their views heard and taken into account in line with relevant human rights conventions, policies and procedures. Liaise, communicate and build relationships with internal/external departments and services to share knowledge, raise awareness and ensure quality, integrated service delivery. Allocate work and monitor the performance of participation in the named service area and line manage junior members of staff to maintain standards. 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. Analyse and share intelligence gained from participation and engagement activity with relevant organisations and services. Safeguarding responsibilities |
| Work Context | The team sit within the Inclusion and Additional needs service and support and inform operational services in the department to better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions. The Participation Lead work directly with families 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. Participation Leads are responsible for sharing families and other stakeholders voice and using their insight to influence positive service changes. |
| Line management responsibility if applicable | Potential line management of 2 members of staff. |
| Budget responsibility if applicable | No budget responsibility |

| | |
|--|---|
| <p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p> | <p>Support delivery</p> <ul style="list-style-type: none"> • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3rd parties with organisation requirements. <p>Work with others</p> <ul style="list-style-type: none"> • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Liaise, communicate and build relationships with other departments, parents, partner organisations, agencies and/or contractors. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Escalate issues as appropriate. <p>Resources</p> <ul style="list-style-type: none"> • May be required to maintain specialist equipment, systems and software. • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. <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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>The Core National Standards for Supporting Teaching & Learning: To understand and carry out role in line with agreed standards, expectations & qualifications.</p> <p>Contribute to and influence children's learning and personal development.</p> <p>To have regard to and comply with safeguarding policy and procedures.</p> |
| <p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p> | <ul style="list-style-type: none"> • Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Competent in a range of IT tools. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate). |

| | |
|---|--|
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <p>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.</p> |
| Role Summary | <p>Roles at this level may manage a straightforward operational activity or small team or provide specialist support services. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with parents, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p> |
| Reference Number | BM-2024-238 |