

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Insight and VCS Engagement Officer
- Post Number: P11865
- Grade and SCP: Grade 10, SCP 26-28
- Directorate: Resources

Where your role fits at Shropshire Council

As Shropshire Council we are rightly proud of our achievements and we have proven to be a resilient local authority in our response to the many challenges we overcome, particularly over recent years. We will be continuing this momentum with ambition and a focus on delivering our four key priorities outlined within the Shropshire Plan: Healthy People, Healthy Environment, Health Economy and Healthy Organisation.

We are committed to achieving this by aligning everything we do to our vision 'Shropshire - living the best life'; to tell everyone that Shropshire Council is a great place to be.

We will enable a skilled, happy, healthy, diverse, inclusive, empowered, and proud workforce that influences and leads change, addressing any inequalities.

As a member of the Feedback and Insight Team within Communications and Resources, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Shropshire Council's Feedback and Insight Team covers a number of functions and leads on:

- Management of formal feedback (complaints, comments, compliments and recording and reporting of MP and Cllr enquiries).
- Administering the Unreasonably Persistent and Vexatious Customers Register.
- Design, analysis and reporting of surveys and consultations.
- Administration of research governance process and delivery of research projects.
- Coordination of Shropshire Voluntary and Community Sector Assembly and engagement with the voluntary and community sector.

Overview of your role

This role will take a lead coordinating Shropshire Voluntary and Community Sector Assembly. The postholder supports the VCS Assembly Board and wider membership. To fulfil this role the post holder will need to work with front line services, providers and partners, advising and supporting them to carry out a wide range of engagement activity from surveys to focus groups, to engagement with whole communities to seek their views. Service providers and partners may include managers of Council provided services, external partners and provider managers and staff. Through the role, the post



holder may also work with elected members, in particular providing support for the Portfolio Holder with responsibility for communities.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Feedback and Insight Team Leader who is in turn responsible for your health and safety, training, and development.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order to achieve specified outcomes but will not have direct authority over those involved.

What will you be doing?

- Co-ordinate the Voluntary and Community Sector Assembly (VCSA), organising meetings and working with the Chair and VCSA Board to set agendas and annual priorities.
- Keep up to date records of VCS Assembly members and maintain a database of key information on VCSE organisations that can be used for research and delivering cross sector projects.
- Maintain an up to date record of VCS Assembly representation arrangements and work to find new representatives on request.
- Deliver communications to the VCSA members including a weekly newsletter.
- Manage outward facing websites, intranet pages and communication feeds such as email addresses, twitter accounts or Facebook accounts related to feedback and insights from the public, providers, partners and communities to ensure that any feedback is picked up in a timely manner and any information that is published is accurate and up to date.
- Organise engagement events and cross sector workshops including arranging the VCS Annual Assembly.
- Identify and join existing networks with customers, providers, partners and communities. In particular maintain relationships with town and parish councils through Shropshire Association of Local Councils (SALC) and Shropshire businesses through bodies such as the Business Board and LEP Growth Hub.
- Deliver key voluntary sector research projects and regular surveys (including the value of the sector survey).



- Advise and support Shropshire Council's engagement activity where it is appropriate to do so.
- Analyse and present feedback to identify the insights including trending and patterns and the reasons for changes.
- Support the work of the Feedback and Insight Team to deliver key surveys and consultations. This requires organising and timetabling main project activities, data inputting and analysis.
- Design and use appropriate tools and software to present, interpret and analyse feedback from customers, providers, partners and communities.
- Have regard to the principles of equality and diversity and ensure these are integrated into the research and engagement work of the Feedback and Insight Team.
- Ensure good practice in data protection legislation is delivered through all engagement, survey and research work. Complete all data protection training and ensure that all requirements related to the Data Protection Act and GDPR, including Data and Privacy Impact Assessment and Privacy Notices are completed for all engagement work, as appropriate.
- Work to assist other team members when needed including supporting the handling of formal customer feedback and communication of feedback information to the public.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,



- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

Your primary work base will be at Shirehall, Shrewsbury with the requirement to regularly work from home.

Your post is subject to the following:

- The post is Permanent, for 37 hours per week,
- Normal office hours are 7am to 7pm Monday - Friday and 8am to 1pm Saturday with a minimum lunch break of 30 minutes. Occasional evening work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rata for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rata) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to two month's notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal



working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 45 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks:

1. Satisfactory employment references
2. Medical report
3. Evidence of the qualifications required for the post/listed on your application form

