

Job Description

Job Title	Child's Voice and Creative Participation Officer
Directorate	Children and Young People's Services
Service Area	Practice, Improvement and Development
Grade	7
Competency Level	2
Salary	£40,777 - £46,142
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Enhanced DBS (Child Workforce and Child Barred List)
Job Evaluation Ref No	

Job Purpose

To work across Children and Young People's Service to ensure that the strategic vision for child's voice and creative participation is translated into local plans in collaboration with children, young people and their networks alongside professionals and partner organisations and in conjunction with our activity around UNICEF Child Friendly status.

Directly Responsible For:

Not applicable

Directly Responsible To:

Children's and Young People's Participation Lead

Main Areas of Responsibility:

- Support the implementation of the participation strategy action plan and other developments in Children and Young People's Services and more widely throughout the council and within the Partnership
- To develop, co-ordinate and directly contribute to, the delivery of child voice and creative participation activity and programmes within a range of settings and through a range of service delivery options (engagement, influence, and participation)
- To develop, co-ordinate and directly contribute to the recruitment and support of young ambassadors across the practice system to influence and shape future service delivery
- To develop, co-ordinate and directly contribute to the support of parents, carers who have accessed the Directorate's services to influence and shape future service delivery
- Maintain and help develop systems for effective consultation, influence and participation with children, young people and their networks to ensure that vision and strategy for child voice and creative participation is fully implemented
- Engaging with a wide range of children and young people, and in particular vulnerable groups, e.g. inclusive of 'cared for' children, care experienced, young carers, children with SEND, young people involved in offending and families across all services

- Be responsible for setting up, supporting and maintaining processes and mechanisms that bring children and young people together and enable them to organise themselves, identify and contribute to democratic processes and decision-making forums
- Provide meaningful feedback to children and young people on the outcomes of consultations and other activities
- Support effective mechanisms for parents and carers who have accessed services on behalf of their children to be captured, heard, and incorporated into development work so that they can see the difference they have made
- Supporting the learning and professional development of the workforce, ensuring ongoing training, learning and development of participation activity is promoted within the practice system
- Work in partnership with all stakeholders to promote a whole service participation offer, prevent duplication, and maximise reach and resources
- Support the effective implementation of Mind of My Own participation app
- Ensure that the Family Voice and Family Feedback is analysed, and the findings are incorporated into future service delivery via a variety of mechanisms, including working closely with our complaints and compliments activity
- Build and drive a culture of good practice which has children and young people at the centre
- Will take ownership of more complex and challenging problems that require the need to find solutions in line with service needs as outlined in wider policy documentation
- Will work to and interpret children's workforce policies and strategies to ensure that programmes are designed to meet the goals and vision of the service

Supervision and Management Responsibility:

- Not applicable

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The role involves sitting and standing for prolonged periods

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree qualification and/or an ability to demonstrate equivalent knowledge and experience of working in a setting which delivers participation and/or child/family voice (A,I)

Experience

Essential

- In depth relevant and recent experience of working with children and young people within a statutory setting such as Education, Early Help, Youth Justice, Youth Work, Social Work and/or Family Support (AC,I)
- Relevant and recent experience of engaging children and/or young people in consultation, decision making and partnership activity (AC,I)
- Recent experience of working with partners across a range of services to provide engagement opportunities for children and/or young people (AC,I)

Desirable

- Management of resources which would include staff resource and any responsibility linked to financial spend
- Experience of working to quality standards and in accordance with service practice standards



- Knowledge and understanding of youth councils and democratic processes
- Experience of communicating through social media

Skills/Abilities

Essential

- Able to communicate effectively across a range of contexts including the ability to create and deliver concise, engaging and accurate information to a range of audiences, adapting style and content to needs of audience and checking understanding (I,P)
- In depth knowledge of service delivery, as set out in statute for children and young people in receipt of services, relating to participation (AC,I)

Desirable

- Good interpersonal skills

Commitment

Essential

- Ability to travel across the county for business purposes and an ability to work flexibly to include evenings and weekends should this be required (A)
- A commitment to continuing professional development and participation in learning, development and training opportunities (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council



Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

