

Job Description

Job Title	Children's and Young People's Participation Lead
Directorate	Children and Young People Services
Service Area	Practice Improvement and Development
Grade	9
Competency Level	2
Salary	£49,764 – £54,916
Job Type	Hybrid
Location	Toxteth Annexe Building
Disclosure and Barring Service (DBS)	Enhanced with Child Barred List (Child Workforce)
Job Evaluation Ref No	A9360

Job Purpose

In Liverpool, we believe that children and young people have the right to participate in matters affecting their lives and that they should be enabled to give their view and opinions, and to have those views and opinions seriously considered.

The post holder will take the lead in participation of children and young people within the Children and Young People's Directorate. You will work with others to deliver the outcomes of the Participation Strategy and support children to learn self-expression,



empowerment, and have a real influence on the type and quality of service they receive.

Directly Responsible For:

Child Voice and Participation Officer (specific lead for Participation)

Child Voice and Participation Officer (specific lead for Family Voice and Family Feedback)

Child Voice and Participation Officer (specific lead for Young Ambassadors)

Child Voice and Participation Apprentice (two posts)

Directly Responsible To:

Head of Service – Workforce Development & Learning

Principal Practice Lead

Main Areas of Responsibility:

- Coordinate lead and drive the participation strategy action plan and other developments in Children and Young People's Directorate and more widely throughout the council and within the Partnership
- Ensure children and young people are at the centre of all participation work and that they can have meaningful pathways to influence changes in the council's provision of services
- Effectively manage the work of the participation team and the allocation of time and resources to maximise capacity
- To ensure an equitable service to all by promoting and overseeing the use of participation delivery models and tools that make activities accessible to all children and care leavers and make adaptations where necessary

- Deliver effective mechanisms for children's voices to be captured, heard, and incorporated into development work so that they can see the difference they have made
- Support the effective involvement and influence of children in care and care leavers in the corporate parenting committee
- Provide meaningful feedback to children in care on the outcomes of consultations and other activities
- Deliver 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 councillors and the workforce, ensuring ongoing learning from practice by creating and providing training opportunities
- Work alongside the Principal Practice Lead and Head of Service, being clear on the councils' priorities for participation and managing them collaboratively to ensure high quality services
- Work in partnership with the Corporate Complaints team, The Virtual School, Child Friendly City initiatives, LSCP and other stakeholder to promote a whole service participation offer, prevent duplication, and maximise reach and resource
- To lead of the implementation of Mind of My Own participation app
- Provide reports and data on activity to a range of fora including corporate parenting panel, DMT and other high-level meetings and keep action plans updated and on track
- Manage the budget to ensure it meets requirements and remains in line with spend
- Support more junior members of the team, improve employee experience, provide, and articulate a clear sense of purpose, provide coaching and empower teams to deliver a high-quality customer-focused application support service

- Work to solve problems and improve outcomes through active, agile and continuous collaboration with product teams, business service and product owners, acting as the senior escalation for information management issues, building and maintaining a high standard of customer services
- Influence and support the delivery of excellent practice, demonstrating positive improvements in outcomes
- Demonstrate positive leadership that reflects a clear belief, positive commitment, and determination to secure good outcomes for children and young people
- Engage with senior leaders, service and product owners across the organisation to determine service requirements, manage expectations, and plan, implement and review the provision of support services to improve service provision and children and young people's experiences
- Provide a clear strategic link between participation and practice, developing the relationship and providing expertise to inform services
- Ensure compliance with legal, regulatory, financial, and ethical requirements and responding to emerging issues
- Build and drive a culture of good practice
- Effectively manage resources; meeting demand; developing individuals, monitoring and challenging performance as necessary

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

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
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

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:

- This role will involve prolonged periods of sitting

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

Qualifications & Training

Essential

- Educated to Degree level and/or equivalent or holds a recognised relevant professional qualification; for example: Youth Work, Teaching, Participation (A & C)
- Experience of successfully implementing project management and operational activities (A & I)
- Ability to write, understand and interpret complex written reports and policy documents, including the ability to evaluate the arguments (A & T)

Experience

Essential

- Experience of driving and delivering an effective quality assurance framework across single and multi-agency services (A & I)
- Experience of working in a leadership role in Childrens Services (or equivalent) including improving service quality (A & I)
- Experience of being able to demonstrate effective engagement of children, young people and their networks (A & I)

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)
- Ability to set clear direction, objectives and responsibilities, assumes accountability and inspires others by acting with integrity (I)
- Ability to collaborate with and develop staff at all levels of the organisation to achieve a culture of positive challenge and support and enable their professional development (I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Able to professionally challenge colleagues and partners across the organisation to secure good outcomes for children and young people
- Willingness to undertake ongoing continuous professional development (CPD) and training, participate in supervision and lead team meetings
- Experience of financial management; understanding of the importance of robust financial management arrangements, financial regulations and compliance, providing reports on budgetary control methods
- Business awareness of National and Local Government context
- Experience of managing and promoting change, considering options, assessing risk and taking forward new initiatives

- Evidence of persuasion and influencing skills at management level including over a range of contentious issues
- Substantial experience of performance management, understanding and analysing data and using this intelligence to drive service improvement
- Willingness to undergo appropriate training as required
- Able to build and motivate a team, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and enables professional development

Other

Essential

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