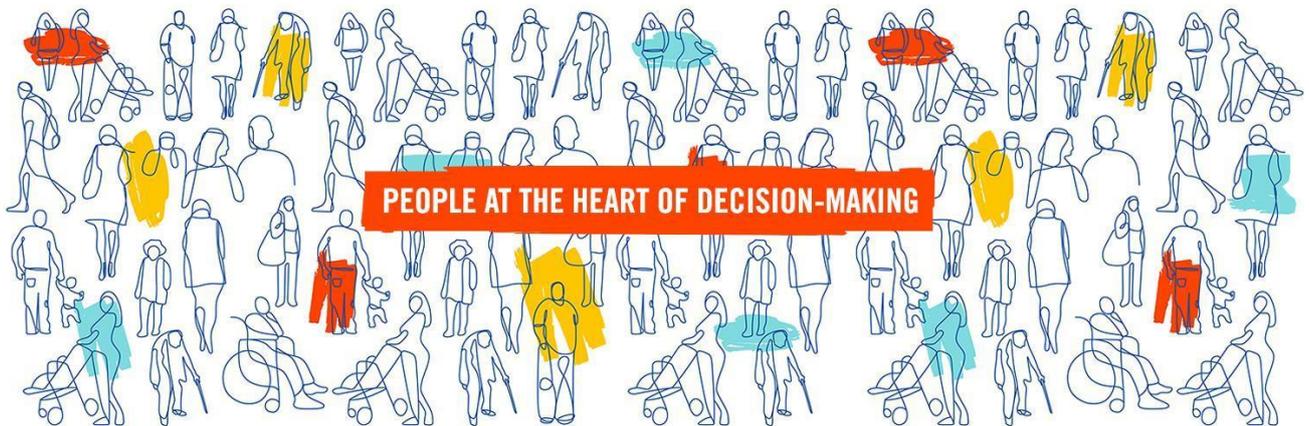




# ENGAGEMENT LEAD

## Job Description



### Practical details

**SALARY BAND:** £38,315 - £49,261

**LOCATION:** Flexible, must be able to travel to deliver work across England initially, and over the longer term the rest of the UK

**HOURS:** Full time, 35 hours a week with flexible or part time considered

## 01. Who we are

We're the UK's leading public participation charity, and we want to build a more vibrant democracy, with people at the heart of decision-making.

Since 2003, we have been working with governments, parliaments, civil society, academics and the public to create and deliver new forms of public participation that re-vitalise democracy, improve decision-making, and enable people to shape the decisions that affect their lives.

We are realistic about the challenges faced by democracy, but optimistic about how to overcome them. We are committed to ensuring our democracies are vibrant and fit for the future by putting people at the heart of decision-making.

We work across the UK and internationally, with offices in Belfast and London. Many of our staff work from home across the UK or in a hybrid pattern, rather than being based at one of our offices.

## 02. What we do

Our mission is to develop, support and campaign for new ways of involving people in the decisions that affect their lives.

We need to make important choices as a society, but our democracy isn't working as it should. Decision-makers are struggling to get things done. The public are frustrated the system isn't working for them. And everywhere people are feeling divided, distrustful and powerless.

Our work is focused in three areas:

- **Making the case** – demonstrating why participation and deliberation are essential features for a healthy modern democracy, and ensuring that those in positions of power and influence understand and support their use in addressing some of the UK's most intractable issues. [Check out our latest thinking.](#)
- **Embedding change** – building the capacity of public servants and practitioners, and developing the body of evidence, principles and standards that support participatory and deliberative practice. [Check out our resources.](#)
- **Pioneering practice** – encouraging widespread uptake of participatory and deliberative processes, and promoting continuous learning and innovation to improve democracy and deliver lasting solutions in key policy areas. [Check out our practical projects.](#)

Find out more about our work: [www.involve.org.uk/our-work/](http://www.involve.org.uk/our-work/)

## Our values

- **Collaboration** – because change comes when broad coalitions of people work towards a common vision;
- **Equity** – because everyone in society has an equal right to be listened to and participate in decisions that affect their lives. No one should be held back by societal divisions or prejudice;
- **Independence** - because we are committed to the integrity and impartiality of participatory and deliberative processes;
- **Purpose** – because participation must have an impact. We reject tokenistic or ineffectual engagement;
- **Quality** - because effective participation requires time, attention and commitment.

## 03. About the role

This Engagement Lead role will sit within our Capacity Building and Standards (CB&S) function. The CB&S function aims to build capacity both inside and outside of public institutions to embed the processes, skills, structures and cultures needed for effective public participation in decision-making.

As Engagement Lead you will play a central role in our team – developing and delivering training courses and mentoring programmes for public servants and practitioners; setting up and supporting networks (e.g. peer learning networks, communities of practice); authoring good practice guides; and supporting institutions to embed public participation in their decision-making.

You will be a proven project leader looking to make your next move and develop your leadership skills and profile in this interesting and important area of public participation work. You will enjoy training and supporting others to develop and embed public participation in decision-making, drawing on your own significant practical experience, for example of deliberative and participatory processes. You will have strong relationship management skills, with the ability to build and maintain good relationships with a wide variety of people, including senior stakeholders, project partners, and people in our wider networks. You will need to be able to advocate well for the benefits of public participation in decision-making. Ideally, you will be a strategic thinker, able to develop new ideas and fundable projects that will help the CB&S function to deliver its aims.

## 04. Key responsibilities

### 1. Developing and delivering capacity building and standards-setting work (90%)

To help embed the processes, skills, structures and cultures needed for public participation in decision-making by:

- Developing and delivering training courses and mentoring programmes for people inside and outside of public institutions. (These might include skills training in best practice commissioning, designing or delivering deliberative or participatory processes).
- Setting up and supporting networks for people inside and outside of public institutions that focus on sharing and embedding good practice (e.g. peer learning networks).
- Authoring good practice guides and resources, and think pieces.
- Directly supporting institutions to embed public participation in their work, using the best practice approaches that Involve recommends.

To support the above:

- Fundraising, including responding to tenders, developing new ideas, writing funding bids and project budgets, and liaising with funders.
- Supporting the Director of Capacity Building & Standards to manage and develop the work of the function.
- Managing, and leading the management of, projects and programmes, including managing project budgets.
- Line managing other staff and managing the work of freelancers.
- Representing Involve to external audiences, including at a senior level.
- Complying with Involve's internal systems, policies and processes.

### 2. Contributing to all-team activities (10%)

- Leading significant elements of Involve's organisational development;
- Participating in team meetings, strategy- and away-days.

Other relevant duties may be undertaken as agreed with your line manager.

## 05. Key competencies

### Essential competencies

Applicants must demonstrate the following competencies:

- An excellent, practical understanding of how to develop and deliver a range of methods for public participation in decision-making, including a good understanding of deliberative and participatory processes, facilitation skills, and experience.

- A good understanding of the institutional factors that contribute to or block the effectiveness of public participation in decision-making and its uptake.
- Excellent project management skills: proven ability to manage and prioritise a diverse workload; deliver key project elements on time, on budget and to a high standard; and provide robust management of project timelines, finances, budgets and reporting.
- Excellent relationship building skills: proven expertise in developing and managing relationships with a range of people at all levels, including senior stakeholders and decision-makers.
- Excellent written skills: able to write clear and persuasive copy for a range of audiences and purposes;
- Ability to reflect on, and learn from, projects and experiences;
- Committed team player, embodying our values of collaboration, equality, independence, purpose and quality, and passionate about furthering our vision.

## Desirable competencies

The following competencies are desirable:

- Understanding of theoretical concepts and debates relating to public participation in decision-making and its different forms.
- Experience of developing and delivering training.
- Experience of running or participating in a network, particularly one geared towards learning.
- Experience of fundraising: able to identify and secure funding for programmes and projects that advance Involve's vision, mission and strategy.
- Experience of change management within organisations, including navigating tricky relationships.
- Experience of working with local authorities or other locally based work.
- An interest in climate change issues, including both mitigation and adaptation.
- An interest in issues of equity, power and privilege.
- People management skills: able to support staff to be their best, and lead effective teams.
- Strategic thinking skills: able to understand wider contexts and strategic objectives and apply these to developing and delivering our thinking and work.

We are genuinely interested in applications from people with all sorts of different backgrounds.

Please don't be put off applying if you don't meet all the criteria.

## 06. Pay, location and benefits

**Job Title:** Engagement Lead

**Pay band:** £38,315 - £49,261

**Hours:** Full time, 35 hours per week, with flexible or part time considered

**Start date:** As soon as possible

**Location:** Flexible, must be able to travel to deliver work across England initially, and over the longer term the rest of the UK

**Reporting to:** Director of Capacity Building and Standards

Leave: all staff get 25 days annual leave in addition to bank holidays and the period between Christmas Day and New Years Day.

We're actively building a diverse team and welcome applications from everyone. But simply having a diverse workforce is not enough. We aim to build an inclusive environment, where everyone can contribute their best work and develop to their full potential. We celebrate our differences, and recognise the importance of teams reflecting the communities they work with.

We can make reasonable adjustments to our interview process, and to working arrangements, according to your needs. If you are shortlisted for interview we will explain what the interview process will involve in advance and check with you if we need to make any adjustments so that you can interview fairly and comfortably. We will also cover any reasonable expenses to enable you to attend the interview. And we offer a flexible working environment so you can adjust your hours to suit your personal circumstances.

We have physical offices in London and Belfast which are always available to work in. We are flexible in terms of either working from home, or working hybrid from home and a physical office. However the successful candidate must be able to travel to attend both project and Involve internal meetings. This will involve travel across England initially, and over the longer term the rest of the UK. This will include travel to different locations where projects are based, for face-to-face events, and meetings, as well as awaydays with other Involve team members. We anticipate that this travel would not be every day but would be fairly regular.

The following benefits are available to staff:

- Workplace pension with employer contribution of 5%;
- Employee Assistance Programme
- Childcare vouchers;
- Phone/data allowance of £13.50 per month;
- Enhanced maternity and paternity leave packages for qualifying employees.