

Role Profile

Role:	Consultations and Inclusion Officer
Directorate:	Corporate Affairs
Salary Band:	7
Post reference:	CAF19
Job Evaluation Date:	
Role statement of purpose:	To support the planning, implementation and evaluation of TfGM’s strategic consultations, public engagement, and equalities activity in support of policy development and priority projects linked to emerging transport strategies
Reports to:	Strategic Lead, Consultations and Inclusion

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Specialist consultation programme to inform emerging transport strategies	<ul style="list-style-type: none"> Identify, recommend and manage tools and resources to support the delivery of effective, best in class consultation and engagement activity on behalf of TfGM, GMCA and GM Councils Provide a forward look for the annual consultations programme, develop appropriate management and reporting tools, and monitor and evaluate the output to highlight any potentials issues or opportunities linked to TfGM activity Work with and influence TfGM colleagues to help embed a best practice approach to consultation and public engagement activity across the organisation
2.	Effective communications and engagement in support of strategic priority projects	<ul style="list-style-type: none"> Work across the function and with partners to deliver effective consultations and engagement activity around strategic priority projects Proactively research new approaches, channels or tactics in support of effective communications

		<p>and stakeholder engagement, and make recommendations in line with strategic priority project requirements</p> <ul style="list-style-type: none"> • Develop, update and manage a stakeholder engagement plan in support of relevant activity, liaising with TfGM colleagues to gather and input relevant information
3.	TfGM fulfils its statutory equalities duties, including the Public Sector Equality Duty and the Equalities Act 2010	<ul style="list-style-type: none"> • Undertake research and analysis to inform equalities policies and strategies • Active involvement in and engagement with GM equality network groups • Provide guidance, advice and support across the organisation on equality related issues and in particular Equality Impact Assessments • Support training on equalities issues across the organisation
4.	Internal stakeholder briefing and management	<ul style="list-style-type: none"> • Set up and maintain appropriate systems to support effective internal stakeholder briefing and management • Identify and highlight potential issues or opportunities in support of internal stakeholder engagement, aligned to the intelligence gathered
5.	Production of high quality materials and assets	<ul style="list-style-type: none"> • Write and develop content for and help to manage the production of consultation, engagement and equalities materials and assets in support of strategic priority projects, briefing colleagues as required and translating complex information into relevant messaging for key audiences • Set up and manage appropriate systems to support version control and saving of materials
6.	Monitoring and evaluation	<ul style="list-style-type: none"> • Monitor performance measures as directed • Analyse measures, review and summarise outputs, and make recommendations to support in sharing findings and promoting best practice
7.	Plan and manage events	<ul style="list-style-type: none"> • Support the management and delivery of TfGM and partner events in support of strategic priority projects • Support in the effective delivery of events, picking up specific actions as directed and attending as required
8.	Ensure effective representation of TfGM	<ul style="list-style-type: none"> • Provide information and materials to support discussions and negotiation with stakeholders as required

		<ul style="list-style-type: none"> • Represent TfGM as directed at meetings with partners, sharing information and influencing outcomes as required
9.	Be an active member of the Partnership, Engagement and Equalities team, and support the ongoing improvement of the function	<ul style="list-style-type: none"> • Actively contribute to the ongoing improvement of the Partnerships, Engagement and Equalities function, supporting on the delivery of specific actions as required
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • TfGM Safety Management System (in particular section SMS 201 Roles and Responsibilities) • Legal Framework and best practice for Statutory and Non-Statutory Consultations • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM’s behaviours and competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies

Key Contacts	TfGM Senior Management Team Key project and strategy SROs and Sponsors GMCA and GM Council policy and communication teams Third Sector and Private Sector Partners				
Direct reports	None				
Budgetary responsibility	None				
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester M1 3BG				
Office Use Only	Updated	Updated	Updated	Updated	Updated
Created					
Emma Flinn April 2018	KB October 2020	Kate Brown Jan 2021			

Person Specification

Consultations and Inclusion Officer <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Supporting the delivery of consultation and engagement programmes
E2	Setting up and managing comprehensive and wide-ranging planning, monitoring and reporting tools/systems
E3	Effective engagement and establishing effective working relationships with stakeholders
E4	Knowledge of the application of Equalities issues within an organisational setting
E5	Producing public-facing materials
E6	Collating/assessing information and preparing reports
E7	Event planning and management
E8	Building contacts and networks
E9	Translating information into appropriate formats for target audiences
E10	Sound understanding of local Government political frameworks and how to operate within them
D	Desirable Experience
D1	Experience of working with elected members
D2	Experience of working in a public transport environment
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to degree level or equivalent
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ	Relevant professional qualification
EA	Essential Attributes:
EA1	Achieves purpose Achieves results Agrees demanding targets with individuals and teams Consults those affected before making decisions Is willing to take unpopular decisions in order to move forward Seeks out future challenges and opportunities Regularly communicates an inspirational view of the future Constantly seeks to improve the way things are done
EA2	Relationships built on trust Does not put self-interest before the interests of staff Keeps promises and does what they say they will do Is in touch with and sensitive to others' feelings Is calm in crisis and when under pressure Is honest and truthful Does not take credit for other people's work Is always fair
EA6	Acts as an example to others



Actively encourages feedback on their own performance
Communicates an air of enthusiasm
Actively continues to learn
Practices what they preach
Openly admits mistakes
Sets a good example by their own behaviour