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| **Department** | **CHIEF EXECUTIVE’S** |
| **Job Title** | **PRINCIPAL CONSULTATION AND RESEARCH OFFICER** |
| **Grade** | **GRADE I** |
| **Primary Purpose of Job** | To support the council and partners to develop and implement a strategic, people-centred approach to consultation, research, engagement and equalities. |
| **Reporting To** | Head of Service PPC |
| **Staffing**  **Responsibilities** | * Consultation and Research Officer * Project related officers (as required) |

**Main Duties**

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| **1.** | To support a systemic approach to the development and implementation of the council’s consultation and primary research strategy to inform service design, including developing and adhering to corporate standards, and ensuring that the council remains legally compliant. Co-ordinating this activity across the council and partner organisations as appropriate. |
| **2.** | To develop and implement a systemic and people-centred model for community engagement, in collaboration with a range of stakeholders and partners, which is proactive and informs service design and delivery, under the direction of the Head of Service for PPC. |
| **3.**  **4.** | To provide support, advice, and training to ensure that the council has effective policies and procedures which comply with the Equalities Act 2010 and remains legally compliant. To collect and monitor information to enable quality control.  To identify areas for business development, including actively seeking income generation opportunities, and prepare and manage Service Level Agreements. |
| **5.** | To liaise as appropriate, through the direction of the Head of Service PPC, with senior managers and Elected Members, providing appropriate advice in relation to consultation, engagement, equalities and primary research. |
| **6.** | To analyse the results of consultation and primary research, drawing conclusions and making recommendations as appropriate in order that informed policy decisions are made. To monitor the effectiveness of consultation and research and community engagement, and to undertake formal evaluations when appropriate. |
| **7.** | Keep up-to-date with developments in the fields of consultation and research and community engagement in local government and the wider public sector, liaising with other authorities, public, and private sector organisations to ensure that Bolton Council benefits from best practice and learning. |
| **8.** | Research into the effective use of new consultation and primary research techniques and ensure effective implementation and embedding in the council and wider partnerships as required . |
| **9.** | To manage relevant budget areas, provide leadership for identifying and delivering a range of commercial development opportunities and contribute to achieving income generation targets. |
| **10.** | To manage and co-ordinate workloads for your team and mentor and support team members to develop their skills and knowledge. |
| **11.** | To act as a key contact to co-ordinate and/or arrange training on equalities, consultation, and engagement on behalf of the Head of Service PPC to council staff and other stakeholders where required. |
| **12.**  **13.**  **14.** | To maintain a repository of all consultation activity undertaken and ensure appropriate access and distribution to identified officers and key stakeholders as required.  To work with Greater Manchester Combined Authority colleagues on issues relating to consultation, research, community engagement and equalities and liaise with council officers and other key stakeholders to ensure Bolton Council’s perspective and voice is heard.  Undertake any further suitable work commensurate to the grade as required by senior officers and to provide appropriate support including deputising when required. |

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| **Date Job Description prepared/updated:** | **June 2019** |
| **Job Description prepared by:** | **Ged Gallagher** |



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| **Department** | | | | **chief executive’s** | | |
| **Job Title** | | | | **principal consultation and RESEARCH officer** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Excellent presentation, written and verbal communication skills to enable effective liaison with clients, suppliers, media and other agencies., | | | | | Application form/Interview/ Test/Presentation |
| 2. | Management skills to oversee the day-to-day work of team members | | | | | Application form/Interview |
| 3. | Interpersonal skills including the ability to network, influence, persuade and negotiate with a range of people including those at a senior level, elected members, and external partners | | | | | Application form/Interview |
| 4. | Ability to co-ordinate a busy workload with often conflicting priorities and prioritise own work and other team members’ work as appropriate | | | | | Application form/Interview |
| 5. | Detailed knowledge and understanding of social research methods and methods of statistical analysis | | | | | Application form/Interview/ Test/Presentation |
| 6. | Awareness of and ability to identify and realise commercial development opportunities from inception to implementation and management | | | | | Application form/Interview/ Test/Presentation |
| 7. | Detailed knowledge of sources of social data and the key national strategies, policies and issues currently affecting local government | | | | | Application form/Interview |
| 8. | Detailed understanding of community engagement approaches and best practice, and how these might be implemented across a large organisation. | | | | | Application form/Interview |
| 9. | A good understanding of the requirements relating to the Equalities Act 2010 in terms of ensuring that the council complies with the law and that this understanding is embedded across the organisation. | | | | | Application form/Interview |
| 10. | The skills relevant to enable the effective commissioning of primary research, including setting and monitoring budgets, service level agreements and contracts. | | | | | Application form/Interview |
| 11. | Project management skills - ability to run projects from inception to completion | | | | | Application form/Interview |
| 12. | Ability to accurately record and process information using ICT. Knowledge and ability to use computer packages for the design and analysis of social surveys. | | | | | Application form/Interview |
| 13. | Competent in negotiation with suppliers and partner organisations | | | | | Application form/Interview |
| 14. | Ability to manage budget and funding resources effectively | | | | | Application form/Interview |
| 15. | Awareness of the issues facing local government and the workings of the council and its services, including a good understanding of the council’s decision making processes | | | | | Application form/Interview |
| 16. | Ability to co-ordinate and/or deliver effective training around consultation, engagement and equalities to a range of audiences confidently and tailored to different needs.. | | | | | Application form/Interview |
| 17. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Relevant qualification in market/social research or equivalent demonstrable experience | | | Application form/Interview | |
| 2. | | Experience in policy development at a senior level | | | Application form/Interview | |
| 3. | | Experience of delivering consultation and research using a range of quantitative and qualitative methods | | | Application form/Interview | |
| 4. | | Experience of collecting, collating, analysing and presenting complex data to a variety of audiences, using a variety of approaches | | | Application form/Interview | |
| 5. | | Experience of using consultation or research findings to provide an evidence base for influencing policy | | | Application form/Interview | |
| 6. | | Experience of delivering community engagement approaches. | | | Application form/Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Ability to work out of hours as the job demands | | | Application form | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Member of Market Research Society or other equivalent professional body | | Application form/Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Formal training on equalities | | Application form/Interview |

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| **Date Person Specification prepared/updated:** | **June 2019** |
| **Person Specification prepared by:** | **Ged Gallagher** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.