# Consultation and Engagement Officer job description and person specification

Devon and Somerset Fire and Rescue Service

# Job de**scription**

**Job title:** Consultation and Engagement Officer

**Grade:** Grade 5

**Department:** Communications and engagement

**Reports to:** Communications and Engagement Lead

**Line manager responsibilities:** No direct reports

**Updated:** 8 January 2019

Main purpose of job:

To support the progress of the Service by delivering consultation and engagement that help us to better connect with our communities and our staff across Devon and Somerset.

This includes consultation and engagement that allows people to have input into our strategic direction, informing our decision-making process and making Devon and Somerset a safer place to live, work and visit.

To effectively facilitate and manage the Service’s complaint process in order to handle and resolve complaints.

Main responsibilities:

**Consultation:**

1. To assist in developing and delivering consultations using various methodologies, analyse results and develop reports.

2. To test and evaluate new or innovative methods of consultation to make sure we benefit from best practice and learning.

3. To organise and support consultation and engagement activity both internally and externally.

4. To deliver the objectives outlined in the service consultation and engagement strategy.

**Engagement:**

5. To support managers and colleagues in carrying out engagement activity both internally and externally.

6. To support our communities, staff and partners to be able to engage with the organisation to learn about and shape our future direction and plans.

7. To ensure people with varying needs are enabled to effectively participate in consultation and engagement activity.

**Compliments and complaints:**

8. To effectively handle and resolve complaints as part of the complaints policy.

9. To seek customer feedback on our services and liaise with managers to ensure feedback informs continuous improvement within the Service.

10. To monitor and report regularly on compliments and complaints received by the Service.

11. Facilitate complaint resolution training with staff and managers.

**General:**

12. To support the wider communications team with audience insight and engagement activity.

13. To carry out and report on research as required.

14. To develop and sustain relationships with staff and managers across departments and other partner organisations in order to understand and respond to their consultation and engagement requirements and/or co-ordinate/facilitate engagement activities.

15. To maintain professional knowledge by attending training courses, seeking out new ideas and best practice, and reviewing professional publications.

16. Maintain up-to-date stakeholder and influencer lists in compliance with GDPR.

17. To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation and all related DSFRS’s policies.

18. To perform tasks in a safe manner in accordance with Health and Safety policies and legislation

To actively promote the Service’s Core Values and Code of Ethics, and to comply with Equality and Diversity and all Service policies.

# Core values of the Service

* We are proud to help
* We are honest
* We are respectful
* We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

# Person specification

Grade: 5

Job title: Consultation and Engagement Officer

## Key competencies

**Ability to collate and analyse complex data and qualitative responses.**

Essential and measured by application, test and interview

**Ability to work accurately with attention to detail**

Essential and measured by application, test and interview

**Report writing and numeracy skills**

Essential and measured by application

**Effective communication skills**

Essential and measured by application, test and interview

**Excellent customer facing skills including the ability to defuse**

Essential and measured by application and interview

**Effective negotiation and conflict resolution skills**

Essential and measured by application, test and interview

## Work experience

**Knowledge and experience of delivering consultation and engagement exercises**

Essential and measured by application, test and interview

**Skills in verbal and written communication**

Essential and measured by application, test and interview

**Evidence of self-motivation and creativity**

Essential and measured by application, test and interview

**Ability to plan and prioritise competing pressures to meet tight deadlines**

Essential and measured by application and interview

**Knowledge of the law in relation to consultation and data protection.**

Essential and measured by application

**Ability to work with people at all levels of an organisation**

Essential and measured by application and interview

**Project management knowledge**

Essential and measured by application

**Experience of working in the public sector**

Desirable and measured by application

**Experience of facilitating a complaints process**

Desirable and measured by application

**Experience of facilitating group sessions**

Desirable and measured by application

**The ability to develop and deliver training**

Desirable and measured by application

## Qualifications and knowledge

**Degree or relevant experience in market or social research**

Desirable and measured by application and interview

**Knowledge of modern consultation and engagement practices and techniques**

Essential and measured by application, test and interview

**Ability and experience of working with software packages including survey and analysis tools**.

Essential and measured by application and interview

**Use of insight tools, such as Experian Mosaic**

Desirable and measured by application

**Experience of handling and resolving complaints**

Desirable and measured by application

## Personal qualities and attributes

**Willingness to undergo security/disclosures checks as required by the service**

Essential and measured by application and interview

**Ability to work on own initiative as well as a member of a team**

Essential and measured by application and interview

**Ability to work outside of normal office hours**

Essential and measured by application and interview

**Ability to handle confidential information**

Essential and measured by application and interview

**Commitment to continuous improvement**

Essential and measured by application and interview

**Clean driving licence, and able and willing to travel throughout the service areas and, if required, outside our counties**

Essential and measured by application and interview

## Factor guides

### Supervision/management of people

**Level 1** Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits.

### Creativity and innovation

**Level 3** Creativity is a feature of the job but exercised within the general framework of recognised procedures.

### Contacts and relationships

**Level 3** Issues generally not contentious, but where the outcome may not be straight-forward. Within the Service, the advice or guidance would relate to issues which are less well established. Alternatively outside contacts would involve identifying details of service needs, assessment and initiating action to provide assistance, offering straightforward advice or delivering more comprehensive support and/or care.

### Decisions – discretion

**Level 2** Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

### Decisions – consequences

**Level 2** Decisions which have a material effect on the internal operations of the post’s own or other departments or on the individual or the provision of service to the public.

### Resources

**Level 1** Little or no responsibility for physical or financial resources.

### Work environment – work demands

**Level 2** Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

### Work environment – physical demands

**Level 1** Work requiring normal physical effort.

### Work environment – working conditions

**Level 1** Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.

### Work environment – work context

**Level 1** Work involves minimal risk to personal safety of injury, illness or health problems arising from the environment or the public/clients.

### Knowledge and skills

**Level 4** Ability to undertake work of a variety of advanced tasks, confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline.