



## JOB DESCRIPTION

<b>Role:</b>	Engagement Team Leader
<b>Location:</b>	The Midlands
<b>Contract Type</b>	Fixed-term Contract
<b>Hours:</b>	Full-time
<b>Objective:</b>	To ensure that engagement with service users is delivered to a high standard, to contractual requirements and to the User Voice model
<b>Salary:</b>	Up to £30,000, depending on experience
<b>Reporting to:</b>	The CEO
<b>Holiday:</b>	25 days per annum plus public holidays
<b>Probationary period:</b>	The post is subject to a six-month probationary period

**Engagement** is central to User Voice's activities.

The Engagement Team Leader will have significant experience of engaging service users through a range of techniques and approaches involving them in the design, delivery and evaluation of services.

They will be able to use this expertise to manage people in the regional Engagement Team and others involved in User Voice projects, to ensure the User Voice model is delivered consistently and effectively and to meet 3<sup>rd</sup> party contractual requirements.

The Engagement Team Leader will also be responsible for engaging with local stakeholders, in both project delivery and business development activities.

The Engagement Team Leader will also be expected to form effective collaborative working relationships with other ETLs, support personnel and the founder Mark Johnson, to ensure that there is a consistent, sustainable and measurable approach to all User Voice activities.

## Key Behaviours

<b>Is Motivated Self Starter</b> <ul style="list-style-type: none"><li>● Motivated to work for social change and positive outcomes for client groups in criminal justice</li><li>● Self-starter who enjoys challenges</li><li>● Works well under pressure</li></ul>	<b>Stakeholder management &amp; Champions the User Voice brand</b> <ul style="list-style-type: none"><li>● Establishes and maintains contacts and relationships across the business</li><li>● Develops and leverages an external network</li><li>● Acts as a role model for the business</li></ul>
<b>Is Proactive &amp; Anticipates</b> <ul style="list-style-type: none"><li>● Intervenes early having spotted problems and risks</li><li>● Evaluates best practice and constantly looks for means of applying it</li><li>● Initiates and intervenes in ways that add business value</li></ul>	<b>Is Results Orientated</b> <ul style="list-style-type: none"><li>● Has a strong customer orientation</li><li>● Leads by example with a positive 'can-do' attitude</li><li>● Makes a difference and demonstrates resilience</li></ul>
<b>Contributes Commercially</b> <ul style="list-style-type: none"><li>● Makes links between their contracts and Business Strategy</li><li>● Ensures they have developed an awareness of commercial issues and dependencies</li></ul>	<b>Is Analytical</b> <ul style="list-style-type: none"><li>● Understands and utilises the User Voice Engagement Model to ensure there is management information available to analyse and report on.</li><li>● Identifies associated costs and how to address them</li></ul>

## Lead Responsibilities and Key Accountabilities – to include

### **Engagement**

- Raise awareness to all potential stakeholders within contracted areas
- Communicate project impact and outcomes with the wider service user community
- Liaise with and report to commissioners in a timely and clear fashion ensuring all stakeholders are kept updated around project outcomes
- Utilise experience of engaging with criminal justice service users to lead the Engagement Team in their project delivery through effective use of the User Voice model
- Develop links with local commissioners
- Attend regional events to identify regional partners
- Speak and present at local conferences and events.

### **Retaining relationships**

- Ensuring continuous recruitment provides enough participants to drive projects forward
- Identify, nurture and develop talent within all teams, creating a recruitment pipeline from within the projects participants
- Managing risks associated with recruiting project participants
- Ensuring project participants receive adequate training to fulfil their roles

### **Coordination**

- To ensure that project objectives and deliverables are met in, accordance to contractual commitments and are communicated to appropriate stakeholders as agreed
- Regular reporting around progress against project plans
- Effectively manage and develop the regional Engagement Team, including the delegation of tasks and responsibilities
- Managing the collection of project data and outcomes within existing frameworks

### **Leadership**

- To ensure that local regional budgets are effectively managed and reported as required in the best interests of the Charity.
- Set and continually manage project expectations with Team Members
- Manage the recruitment of Team Members to ensure a balanced team in terms of skills and abilities
- Safeguarding and protect the brand to ensure it allows us to continue to operate.
- Generate additional regional income, such as new contracts or grant funding

In addition to the above, the post holder will be required to perform other duties that are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.

## **PERSON PROFILE**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education / Qualifications</b>	<ul style="list-style-type: none"><li>• Full driving license</li></ul>	<ul style="list-style-type: none"><li>• Level 3 Certificate of Education or Training (or equivalent)</li></ul>
<b>Lived Experience</b>	<ul style="list-style-type: none"><li>• Experience of the criminal justice system as a prisoner or probation service user</li></ul>	<ul style="list-style-type: none"><li>• Working in a position where this experience has been utilised and openly used as an engagement tool</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Engaging criminal justice service users to a high standard</li><li>• Working effectively with external stakeholders at all levels</li><li>• Managing volunteers or small teams, ideally ex-offenders, to ensure effective delivery</li><li>• Managing and reporting on projects</li><li>• Managing budgets effectively</li><li>• Line-management</li><li>• Managing data and information</li></ul>	<ul style="list-style-type: none"><li>• Managing multiple programmes and projects to a high standard</li><li>• Dealing with staff grievances and disciplinary</li><li>• Generating income and other business development activities</li><li>• Planning &amp; Managing events</li><li>• Facilitation of workshops &amp; training</li></ul>
<b>Know-how</b>	<ul style="list-style-type: none"><li>• Knowledge of Microsoft and Google IT packages</li></ul>	

<p><b>Skills / Abilities / Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Well-organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands</li> <li>• A strong and demonstrable commitment to the aims and values of User Voice</li> <li>• A strong and demonstrable commitment to the promotion of equality and diversity</li> <li>• Good written and IT skills to support the co-ordination and management of projects</li> <li>• Group facilitation skills</li> </ul>	
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## **FURTHER INFORMATION**

### **Equality and diversity**

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

### **Disclosure and Barring Service (DBS) checks**

This post is subject to an Enhanced criminal Record Disclosure check via the Disclosure and Barring Service (DBS) processes. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.