

Job Description

Voice and Influence Officer

- Grade: PO1
- Reports to: Family Voice and Influence Lead
- Contract: Full-time (35 hours per week), fixed-term contract until March 2028
- Your team: Family Hubs / Quality and Improvement
- Service area: Strategic Programmes and Strategy
- Directorate: Children and Young People

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork). The nature of the role means there will be some evening and weekend work required. This would be planned with you and agreed in advance.

This post requires **Basic** clearance from the Disclosure and Barring Service (DBS).

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

You will be part of a team that is responsible for developing practical responses to key strategic challenges for children and adults. You will mostly work with children, young people, parents, and carers, though you will also work with adults who experienced care as children. Overall, you will be a champion for the voice of children, young people and adults/parents/carers, particularly identifying and implementing opportunities to bring their voices, lived and living experiences into future decisions about Islington and services that support them.

Key responsibilities

You will be instrumental in strengthening our mission to place the voice and influence of children, their families and adults at the heart of how the council and its partners' work. You will be responsible for ensuring that children, young people, parents/carers and care-experienced adults in Islington are heard and empowered to influence decisions that impact them. No week will be the same for you. With colleagues in your team, and in collaboration with colleagues and partners across the borough, you will:

- empower communities to express themselves and use their life experiences to share their views and ideas on topics that interest and impact them.
- collaborate with children, young people and adults/parents/carers to design and deliver solutions that work for everyone.
- magnify the voices of children, adults and families, so they are heard by decision makers.
- influence decision makers and those working in the community, by making sure they take meaningful action on the voices of those impacted by their work.

1. Developing innovative ways to collaborate with children, young people, families, and care-experienced adults

- Develop innovative, creative approaches to amplify the voices and influence of people in decision making processes, especially those who are underrepresented through traditional methods.
- Uphold an in-depth understanding of best practice of community power, and knowledge of Islington, to shape voice and influence plans.
- Use data and insight to target approaches to involving seldom heard groups, identifying, and removing barriers to their involvement.
- Understand, apply, and promote ethics and inclusion processes to ensure plans are fair, supportive, and do not cause harm.
- Ensure robust and meaningful monitoring and evaluation methods are built into plans, so findings are accurately recorded, and we can understand the effectiveness of the approach.
- Utilise technology and tools effectively, so we can provide residents with the smoothest experiences that work for them.
- Plan communications, involvement and engagement campaigns, ensuring they are coordinated with similar activity across the borough.

2. Working with children, young people, families, and care-experienced adults to deliver voice and influence activities and support

- Deliver voice and influence activities and programmes, working with young people and families to help them feel empowered and supported on an individual and group level.
- Recruit young people, parents/carers, care-experienced adults, and those who work with and for them to participate.
- Plan and facilitate workshops and group activities.
- Build strong relationships with residents and support them to access other support they may need.
- Follow Reward and Recognition policies to ensure voice and influence participants know they are highly valued for their contributions.

3. Working with partners to maximise the influence of children, young people, families, and care-experienced adults

- Work with council partners to develop and deliver voice and influence approaches which can truly impact decision making and the delivery of services that affect young people, families, and care-experienced adults.
- Liaise between residents, the council, and its partners, so that residents' views and experiences are represented in planning and delivery.
- Maintain knowledge of voice and influence work across the council and its partners, to help ensure that we implement a joint-up, strategic approach.
- Advocate for community-powered approaches in local decision-making forums and share promising and best practice to promote excellence in this area.

4. Collecting and analysing data and reporting impact effectively

- Maintain accurate and clear monitoring, evaluation, and performance data so we can learn from the impact of our work, identifying and implementing areas for improvement.
- Identify trends and issues raised by residents, and work with the team to develop solutions.
- Devise and prepare clear and impactful ways to share learnings and outcomes from voice and influence activities to maximise influence over relevant decisions, policies, and programmes.
- Maintain clear and accurate monitoring, evaluation and performance data for all activities, to demonstrate the impact of our work.
- Produce and contribute to performance reporting.
- Maintain accurate records of adults' and children's participation, regularly evidencing individual progress and the decisions and services they influence.
- Uphold the privacy and confidentiality rights of residents and partners, collecting and storing personal data in line with the General Data Protection Regulation and privacy policies.

Work style

The team follows a hybrid structure where you can work between the office (222 Upper Street) and remotely, as needed, based on the demands of tasks and your personal preferences. You will also work in the community with residents.

Working hours are usually between 9 am and 5pm but we work to a flexitime scheme with core hours from 10am until 12 and 2pm until 4pm. There will be times you are required to work on evenings and weekends to meet those we work with.

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria		
E1	Research and insight: Relevant professional qualification or equivalent experience/training, with experience of designing research, conducting and analysing qualitative	Application/Interview
E2	Participation delivery: Experience of delivering innovative and inclusive voice and influence, participation, people, families and/or care-experienced adults, including	Application/Interview
E3	Participation practice: Knowledge of participation, consultation and community power approaches, including meaningfully and	Application/Interview
E4	Inclusion and safeguarding: Understanding of confidentiality, safeguarding, equity, diversity and inclusion, and the barriers that different communities face in getting	Application/Interview
E5	Project management: Strong project management and organisational skills, with the ability to manage multiple workstreams, prioritise effectively, use initiative and both independently and as part of a	Application/Interview
E6	Communication and relationships: Excellent communication skills, including writing clear and engaging and building positive relationships with residents, colleagues, partners and leaders.	Application/Interview
E7	Facilitation: Ability to design and facilitate workshops, group sessions, training and events,	Application/Interview

online and in person, using creative approaches suited to

E8	Stakeholder collaboration: Ability to collaborate with decision-making and contribute to a shared	Application/Interview
E9	Digital confidence: Confident use of digital tools including Microsoft 365, survey platforms, social media communication, monitoring and participation	Application/Interview
D1	Sector experience: Experience of working in a local community or voluntary sector	Application/Interview
D2	Direct practice: Experience of working directly with children, young people, families and/or care-experienced improvement	Application/Interview
D3	Local knowledge: Knowledge of Islington's communities, local partnership working, or current policy families.	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard;