



LONDON BOROUGH OF MERTON
CHILDREN, SCHOOLS & FAMILIES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Participation and Engagement Service Manager

Grade: ME14

DEPARTMENT: Children's, Schools & Families (CSF)

Section: Education Inclusion

Responsible to: Education Inclusion Service Manager

Responsible for: 2 Participation Workers, 4 Young Inspectors

Post number:

Date: May 2021

Overall Purpose of the Job

1. Overall management and oversight of the Participation and Engagement Service and all its functions.
2. Lead on the strategic development and implementation of young people's participation across the London Borough of Merton. Especially focussing within CSF for all aspects of the participation of children and young people in statutory case work, service planning and delivery, scrutiny and policy development.
3. Lead on statutory duties in relation to the participation and engagement of young people: Children in Care Council, Young People's engagement in statutory casework both in Social Care and SEND processes and section 507B of the Education and inspections act 2012.
4. To proactively champion the integration of underpinning partnership and corporate commitments such as children's and young peoples voice to all

levels of decision making, delivery and to key stakeholders and the wider partnership.

5. To lead on a young person's needs consultation that provides clear and key information on the changing trends in the needs of young people. To ensure key findings are reported to senior decision makers/ stakeholders, DMT and elected members.

MAIN DUTIES AND RESPONSIBILITIES

1. To produce the overarching Participation Strategy for London Borough of Merton that promotes the meaningful participation of children and young people at all levels.
2. To manage and lead the staff of the Participation and Engagement Service to enable young people to have voice.
3. To recruit, induct, train and support the Youth Inspectors.
4. To set up and run a range of engagement processes including Youth Parliament, Send Forum, Children in Care and Care Experienced processes. Ensure that these processes are well run and link effectively to democratic systems to support engagement of children and young people.
5. To promote and embed corporate change through all levels of the organisation. Provide expert advice, make recommendations and lead on the implementation of new policies and procedures in relations to children and young people's voice.
6. On behalf of Children's Social Care and young people, to develop and facilitate the Merton model of a 'Children in Care Council' and champion Corporate Parenting by taking the lead role in researching, writing and presenting papers to Corporate Parenting processes. This will involve working closely with young people that are in the council's care and also care leavers.
7. To Champion underpinning commitments in all forums to enable the inclusion of children and young people especially those who are seldom heard.
8. To manage delivery of an innovative and creative activities program promoting the participation of children and young people aged 5 – 25 across the council.
9. To work with elected members and senior officers to enable them to work effectively and efficiently with all young representatives within the participation and engagement structure and wider youth representatives.

10. To facilitate representation of young people including SEND or those who are in care in the council's scrutiny framework and their broader engagement in local democratic processes.
11. To develop a monitoring process of user voice and engagement; and to use this information to report on the impact of user voice, including thematic audits.
12. To lead and/or consult on specific projects with Children's Schools and Families and also cross departmentally within the council to ensure young people's views inform service delivery and developments within the council.
13. Lead on all recruitment, selection and allocation of staff within the Participation and Engagement service and to directly line manage Participation Workers.
14. To deliver a participation calendar and periodically report on participation activity to senior decision makers including Corporate Parenting Board, Merton Children's Trust and Merton's Children's Safeguarding Partnership
15. To act as the lead contact for Pan-London and national partnerships that enable youth representation and to facilitate the involvement of Merton's Young People.
16. To creatively engage seldom heard young people to find out about their experiences and views about the services the Council. This will involve both one to one work, as well as engaging young people in groups. This may involve championing young people's voice or views through the various bodies and processes, including the Corporate Complaints Procedure.
17. To safeguard all children involved in participation and engagement activities effectively.
18. To lead on the development of online platforms for Children and young people's participation including social media platforms and young Merton.
19. To contribute to the external inspection process and audit planning and preparation process.
20. Provide a participation network for lead professionals for user voice in their settings; offering regular consultation and training to enable participation work to develop.
21. To support the work of the safeguarding partnership to hear the voice of children and young people. Including developing the role of the young scrutineer.
22. To work cooperatively as a member of the Education Inclusion service and as a champion of inclusion, equity and youth work.

23. To work with Council Members and senior officers in all Departments to assist them to find ways to increase the voice of children and young people in service delivery and policy development

FINANCE

24. To manage the Participation and Engagement Service budget approx £150k pa and to provide monthly budget monitoring reports to the Head of Service. To deploy resources effectively to support staff project work.
25. To actively seek alternative income streams and partnerships to enable broader programs of work and increase young peoples' engagement.

ANY OTHER RESPONSIBILITIES

1. To undertake such other tasks as requested by managers commensurate with the level of post and competence of the post holder.
2. The post holder is required to comply with the health and safety policies and arrangements which are in place to ensure that staff, young people and others are safe and communication is effective.
3. The post would require regular evening and some weekend work including leading residential for young people.
4. To be available for on call duties for trips and visits, residential and activities being delivered by other services within Education Inclusion.
5. To have responsibility for the safeguarding of young people in accordance with Merton policies and procedures on safeguarding.
6. To undertake such training and professional development opportunities as may arise from time to time.
7. To brief senior managers on any matter which is likely to be subject to publicity, whether this publicity be positive or negative



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PERSON SPECIFICATION

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Qualifications & Knowledge

1. Degree (Level 6) Qualification in Youth and Community Work; or an equivalent field with 3 year post qualifying experience including leadership responsibility.
1. Expert knowledge and application of Participation structures for children and young people which operate within the UK at national, regional and local levels
2. Expert knowledge and application of the participation formats and processes for children and young people which are proven to work in local authority areas within the UK
3. Sound understanding of local authority functions and how these may be applied to a youth voice function
4. Sound knowledge of reviewing and applying young people's participation into statutory processes both individually and collectively e.g. EHCP processes, Children in Care Council.

Skills/Competencies

5. Competent in the design and delivery of strategic plans that champion the participation of children and young people across the local authority and key stakeholders.
6. Strong commitment and ability to work sensitively with top level decision makers including elected members and key senior stakeholders.

7. Ability to confidently manage and formally supervise staff teams including young people who are employees; sound ability to provide a learning and development environment within management structure.
8. Abilities and experience in the design and delivery of audits and evaluation processes to assess, identify and evaluate quality user engagement; and confident ability to work with colleagues to develop practice using structured recommendations and plans.
9. Confident and able public speaker in such contexts as council meetings, staff meetings and conferences and with young people.
10. Confident in the design and delivery of workforce training programs at all levels.
11. Excellent ability to risk manage and sound knowledge of safeguarding practices and current legislative frameworks.
12. Good communication skills including IT, social media, report writing and preparing publicity

13. Experience

14. Extensive experience of management in youth work or similar settings with an ability to demonstrate impact, an ability to demonstrate matrix management and partnership working.
15. Extensive experience of responding to complex safeguarding needs and incorporating the voice of young people in responses.
16. Exceptional and demonstrable experience of engaging children and young people in a range of settings with a diverse toolbox of approaches.
17. Excellent experience of engaging underrepresented young people such as young people with care experience and those with special educational needs and disabilities.
18. Widespread experience of working with senior and middle managers in the public, community and education sectors
19. Extensive experience of working with children and young people

20. Special Requirements/other considerations

21. Availability to work anti-social hours inclusive of weekend and residential hours.

22. Ability to travel within the local borough and across London or nationally to events (including with young people)