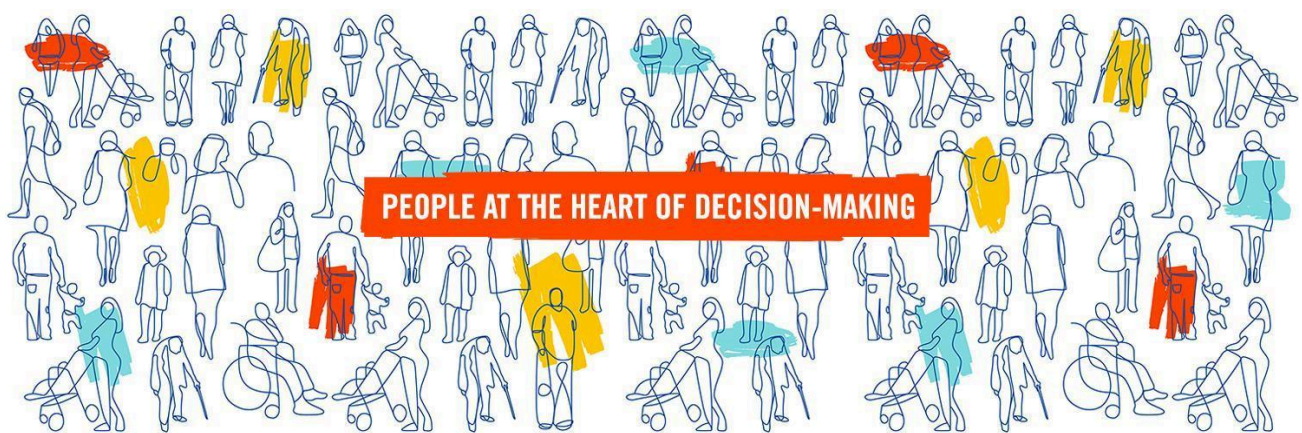




ENGAGEMENT LEAD

Job Description



Practical details

SALARY BAND: £45,665 - £54,798 (new staff usually start at the bottom of the pay scale)

LOCATION: Flexible, must be comfortable with regular travel both for project work and Involve team activities. Must be able to travel across the UK.

HOURS: Full time, 35 hours a week with flexible or part time considered

01. Who we are

We're the UK's leading public participation charity, and we want to build a more vibrant democracy, where everyone can have a say in a society that works for all of us.

Since 2003, we have been working with governments, parliaments, civil society, academics and members of the public to create and deliver new forms of public participation that re-vitalise democracy, improve decision-making, and enable people to shape the decisions that affect their lives.

We are realistic about the challenges faced by democracy, but optimistic about how to overcome them. We are committed to ensuring our democracies are vibrant and fit for the future by putting people at the heart of decision-making.

We work across the UK and internationally, with offices in Belfast and London. Many of our staff work from home across the UK or in a hybrid pattern, rather than being based at one of our offices, though we meet up regularly as a team.

02. What we do

Our mission is to lead the UK in making participation and deliberation an everyday part of democracy, to help meet the challenges of the 21st century.

We need to make important choices as a society, but our democracy isn't working as it should. Decision-makers are struggling to get things done. The public are frustrated the system isn't working for them. And everywhere people are feeling divided, distrustful and powerless.

Our work is focused in three areas:

- **Making the case** – demonstrating why participation and deliberation are essential features for a healthy modern democracy, and ensuring that those in positions of power and influence understand and support their use in addressing some of the UK's most intractable issues. [Check out our latest thinking.](#)
- **Embedding change** – building the capacity of public servants and practitioners, and developing the body of evidence, principles and standards that support participatory and deliberative practice. [Check out our resources.](#)
- **Pioneering practice** – encouraging widespread uptake of participatory and deliberative processes, and promoting continuous learning and innovation to improve democracy and deliver lasting solutions in key policy areas. [Check out our practical projects.](#)

All our work builds towards delivering the following six outcomes for our democracy, which we believe will lead to the vibrant, participatory society we want to see.

- **Democratic norms** – Participation and deliberation are recognised as essential features for a healthy equitable democracy by the public, society and decision-makers;

- **Political support** – People in positions of power and influence across society and the political spectrum understand and actively support the use of participatory and deliberative decision-making;
- **Frequent use** – There is frequent use of participatory and deliberative processes supported by the right resources (people, budgets) both inside and outside of political institutions;
- **Evidence and practice** – There is an accessible and well-communicated body of evidence and practice that demonstrates the impact of our vision and how to achieve it;
- **Clear standards** – There are clear principles and standards that support good practice in delivering and embedding participatory and deliberative processes, which are widely understood and followed;
- **Democratic innovations** – There is continuous learning and innovation to improve democracy and work against entrenched inequalities.

Find out more about our work: www.involve.org.uk/our-work/

Our values

- **Collaboration** – because change comes when broad coalitions of people work towards a common vision;
- **Equity** – because everyone in society has an equal right to be listened to and participate in decisions that affect their lives. No one should be held back by societal divisions or prejudice;
- **Independence** - because we are committed to the integrity and impartiality of participatory and deliberative processes;
- **Purpose** – because participation must have an impact. We reject tokenistic or ineffectual engagement;
- **Quality** – because effective participation requires time, attention and commitment.

03. About the role

This Engagement Lead role will sit within our **Capacity Building and Standards (CB&S) function**. The CB&S function aims to build capacity both inside and outside of public institutions to embed the processes, skills, structures and cultures needed for effective public engagement in decision-making. This includes work in the public, private and third sectors.

As Engagement Lead you will play a central role in our team, with particular responsibility for developing, managing and, in part, delivering Involve's training offer. This includes our **proactive training offer**; in other words, masterclasses and courses that we schedule and advertise. It also includes our **reactive training work**, where we respond to incoming requests to run training for specific organisations. You will also develop and deliver training as part of other projects within the CB&S function and the Innovation and Practice (I&P) function, in cooperation with the relevant project leads and in line with the project needs.

You will build on the training Involve has already run and our in-house expertise, but **go well beyond what Involve currently offers**. Involve does not currently have a regular proactive training offer and this is an exciting opportunity for a strategic, driven, and creative individual to shape this key emerging area of our work.

Beyond a focus on our training offer, you will also contribute to the **wider work of the CB&S function**. You will be a proven project leader looking to make your next move and develop your **leadership and business development skills** in this interesting and important area of public engagement work. You will have a passion for training and supporting others to **develop and embed public engagement in decision-making**, drawing on your own significant experience, for example of delivering deliberative and participatory processes.

You will have an **appetite to learn**, with strong **budget and relationship management skills**, and the ability to **build and maintain good relationships** with a wide variety of people, including senior actors, project partners, internal staff and people in our wider networks. You will be a **strategic thinker**, able to develop a new business area, ideas and fundable projects that will help the CB&S function to deliver its aims.

04. Key responsibilities

1. Developing and delivering capacity building and standards-setting work, with a particular focus on our training offer (60%)

To help embed the processes, skills, structures and cultures needed for public participation in decision-making by:

- Developing, managing and, in part, delivering Involve's proactive and reactive training offers, and training as part of other projects, including ensuring that they are:
 - High quality, following excellent practice for training design and delivery;
 - Effective at helping Involve to achieve our outcomes;
 - Underpinned by a business development strategy;
 - Contributing to the financial health of the organisation, including in relation to emerging opportunities;
 - Marketed effectively;
 - Responsive to trainee feedback, and to developments in thinking and practice in the areas on which we train;
 - Resourced effectively, through internal staff and/or Involve associates.
- Contributing to the wider work of the CB&S function. This could include:
 - Developing and delivering mentoring programmes;
 - Setting up and supporting networks that focus on sharing and embedding good practice;
 - Authoring good practice guides, resources, and think pieces;
 - Directly supporting institutions to embed public engagement in decision making in their work, using good practice approaches that Involve recommends.
- To support the above:
 - Managing, and leading the management of, projects and programmes, including managing project budgets;
 - Working collaboratively with other members of the CB&S team – and wider Involve team – including supporting the Director of Capacity Building and Standards to manage and develop the work of the function;
 - Supporting other staff through task management and line management responsibilities, as well as supporting and managing the work of freelancers;
 - Representing Involve to external audiences, including at a senior level;
 - Undertaking fundraising, including responding to tenders, writing proactive fundraising bids, and cultivating positive working relationships with funders;
 - Complying with Involve's internal systems, policies and processes.

2. Develop a strategy, fundraising and proactive identification of further opportunities in training (20%)

- Creating a strategy for training that complements the Involve business plan, including identifying opportunities for development;
- Undertaking business development, including developing a business plan and pricing points for our training, responding to tenders and approaches, developing new ideas and writing funding bids;
- Working with colleagues to develop and deliver a marketing plan for our training offer.

3. Contributing to organisational impact and learning (10%)

- Collecting evidence of project impact and helping communicate our work;
- Contributing both internally and externally to Involve's culture of learning, reflection and development of our practice, to benefit Involve and the wider sector.

4. Contributing to all-team activities (10%)

- Leading significant elements of Involve's organisational development;
- Participating in team meetings, strategy sessions and away days.

Other relevant duties may be undertaken as agreed with your line manager.

05. Key competencies

Essential competencies

Applicants must demonstrate the following competencies:

1. Experience **developing and delivering training**, and the ability to adapt and tailor training for a range of audiences;
2. **Strategic thinking skills**: able to understand wider contexts and strategic objectives and apply these to developing and delivering our thinking and work;
3. **Business development skills**, preferably in relation to training: able to identify new opportunities, plan for future growth, identify and cultivate target audiences, form partnerships and build relationships, and create effective outreach channels to drive success;
4. An excellent, practical understanding of how to develop and deliver a range of **methods for public engagement in decision-making**, including a good understanding of - and relevant experience in - deliberative and participatory processes and facilitation;
5. A good understanding of the **institutional factors** that contribute to or block the effectiveness of public engagement in decision-making and its uptake;
6. Excellent **project management skills**: a proven ability to manage and prioritise a diverse workload, and provide robust management of project timelines, finances, budgets and reporting;
7. Excellent **relationship building skills**: proven expertise in developing and managing relationships with a range of people at all levels, including senior actors and decision makers;
8. An **appetite to learn** including the ability to reflect on, and learn from, projects and experiences;
9. Committed **team player**, embodying our values of collaboration, equality, independence, purpose and quality; passionate about furthering our vision.

Desirable competencies

The following competencies are desirable:

1. Experience of **fundraising**, for example identifying and securing funding for programmes and projects;
2. Experience of developing or delivering **marketing** for an offer or service;
3. Excellent **written skills**: able to write clear and persuasive copy for a range of audiences and purposes;
4. Understanding of **theoretical concepts and debates** relating to public participation and public engagement in decision-making and its different forms;
5. An interest in issues of **equity, power and privilege**;
6. **People management** skills: able to support staff to be their best, and lead effective teams.

We are interested in applications from people with a wide range of different backgrounds. Please don't be put off applying if you don't meet all the desirable criteria.

06. Pay, location and benefits

Job Title:	Engagement Lead
Pay band:	From £45,665
Hours:	Full time, 35 hours per week, with flexible or part time considered
Start date:	As soon as possible
Location:	Flexible, must be comfortable with regular travel both for project work and Involve team activities. Must be able to travel across the UK
Reporting to:	Director of Capacity Building and Standards

Leave: all staff get 25 days annual leave in addition to bank holidays and the period between Christmas Day and New Years Day.

We're actively building a diverse team and welcome applications from people of different backgrounds. But simply having a diverse workforce is not enough. We aim to build an inclusive environment, where everyone can contribute their best work and develop to their full potential. We celebrate our differences, and recognise the importance of teams reflecting the communities they work with.

We can make reasonable adjustments to our interview process, and to working arrangements, according to your needs. If you are shortlisted for interview we will explain what the interview process will involve in advance and check with you if we need to make any adjustments so that you can interview fairly and comfortably. We will also cover any reasonable expenses to enable you to attend the interview. And we offer a flexible working environment so you can adjust your hours to suit your personal circumstances.

We have physical offices in London and Belfast which are always available to work in. We are flexible in terms of either working from home, or working hybrid from home and a physical office. However the successful candidate must be able to travel for both project work, and to attend Involve internal meetings and away days. This will involve travel across the UK. We anticipate that this travel would not be every day but would be fairly regular. Therefore, applicants will need to be comfortable with regular travel.

The following benefits are available to staff:

- Workplace pension with employer contribution of 5%;
- Employee Assistance Programme;
- Childcare vouchers;
- Enhanced maternity and paternity leave packages for qualifying employees;
- Participation in both external and internal training.