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**Job description template**

**Job title:** Involvement Officer

**Location:**

**Type of working required:** *Please add detail here as to the type of working arrangements that the candidate can expect i.e. home based/out based/nights/weekends/etc.*

**Department name:** *Delete if N/A*

**About your organisation and department**: *Please add details here about your organisation i.e. purpose, vision or mission, the type of environment/specific sector that they will be working in. This should provide the candidate with a view on the culture and purpose of the organisation.*

*Example -* *We are looking for engaging, motivated and results driven people from all backgrounds to join* ***xxxx.*** *We offer a rewarding career and great benefits in a caring and supportive environment, working alongside a team that strives for positive change.  We believe strongly in the growth of our employees and encourage and foster the desire to learn, advance and progress within our organisation. We understand the importance of a healthy work-life balance and value the commitments you may have, and therefore we happily consider flexible working applications. If we can make it work – we will!*

**The purpose of this role is** to ensure that the views of our clients underpin and influence all the organisation's work. It is to provide a range of opportunities for clients to shape the ongoing design, delivery, and governance of the organisation. The role ensures that services provided are consistent and comply with all regulatory standards, policies, procedures and agreed action plans, targets and within agreed budgets. It is an exciting and rewarding post that gives the opportunity to represent and give a voice to the people we support, to influence transformation and be a catalyst for change.

**Role responsibility**

* Assisting in delivering a programme of customer focused engagement in line with strategic objectives whilst managing the delivery of day-to-day involvement.
* Developing, empowering, and supporting teams of volunteers to take part in activities.
* Working with other teams to plan engagement activities, reviewing responses, and feeding key messages back to the appropriate managers.
* Supporting colleagues and our partners to reach good practice in involving and engaging with clients.
* Building and maintaining relationships with partners and colleagues and using your experience to empower others to successfully engage and involve people.
* Taking a lead role in involvement activities including events, focus groups, conferences, and additional activities.
* Understand what enables and impedes people from being involved and encourage involvement to improve services.

**Job skills, experience, and qualifications:**

* An inspiring communicator and influencer with the ability to motivate, enthuse and inspire others.
* You’ll be both creative and innovative when it comes to organising engagement events.
* You will have experience in planning and delivering high quality involvement activities, ensuring that people from diverse backgrounds have their voices heard and can influence us and our partners.
* The ability to relate to others, to encourage participation and to communicate the value of involvement.
* An inclusive and open mindset, together with a collaborative approach, openness to risk and a willingness to learn from successes and failures through reflective practice

**Essential:** *These would be core skills needed to undertake the role.*

**Desired:** *Skills that it would be good if the candidate had.*

**Additional details:** *It is strongly encouraged if your organisation follow this policy below, to add a clear statement in this job advertisement of your commitment to inclusivity such as below or to make up a different one of your choice*.

*Example -* *We welcome applications regardless of age, disability, marital status (including civil partnerships), pregnancy or maternity, race, religion or belief, sexual orientation, transgender status, sex (or gender), neurodiversity, employment status, trade union affiliation, or other irrelevant factor. We welcome applications from military veterans or service leavers. We will interview all disabled applicants who meet the essential criteria.*

*Also consider any flexible working arrangement opportunities and any selection processes that you use.*

**How to apply:** *Link to website or email address to send CV to. Please also include a telephone number for those who are visually impaired or blind and an SMS number for those who are either deaf or hearing impaired so they can initiate contact and arrange for support in applying for the job if needed in any way or request a different format or method.*

**Salary range:** *£xxxx - £xxxx*

**Closing date**: *xxxx*

**For information please contact:** *Name and contact details of recruiting manager.*