Job Description

**Role Title**: Voice and Influence Officer

**Service area**: Children and Young People

**Grade**: P01

**Reports to**: Improvement, Design and Change Delivery Manager

**Your team**: Strategic Programmes and Strategy – Quality and Improvement Team

**Contract**: Full-time (35 hours per week), fixed-term contract until March 2026

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.

[Watch our video](https://www.youtube.com/watch?v=LfdyvXRk5a0) to hear more about our mission and how you can help us achieve it from the Leader of the Council, Councillor Kaya Comer-Schwartz.

Job Purpose

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.

You are passionate about building relationships and using a strengths-based approach to working with children, young people, parents and carers, and in ensuring their lived experience informs the design and delivery of change. You will not only recognise the importance of a person-led approach but be passionate about ensuring this is done in a genuine and meaningful way.

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.

Key responsibilities

**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 form 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.

**5: An active member of the team and responsible representative of the Council**

* Undertake other duties that are proportionate to the grade and responsibilities of this post.
* Participate in team activities, support service priorities, and comply with organisational standards and values.
* Use information technology systems efficiently to perform duties effectively.
* Meet agreed outcomes, personal targets, undertake training, and contribute to the development of the post.
* Demonstrate commitment to public service, quality, equality, and empowerment in all duties.
* Always follow Islington Council’s policies and procedures.

Work style

**Flexible working**

* 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

Experience and Qualifications

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| --- | --- | --- |
| Essential criteria | Criteria description*You will be able to demonstrate experience in…* | Assessed by |
| E1 | A relevant professional qualification or equivalent experience or training | Application |
| E2 | Designing research, conducting fieldwork, and analysing qualitative data | Application/Interview |
| E3 | Delivering innovative or creative approaches to promoting the voice and influence of community members, preferably with children, young people, and families – both individually and collectively | Application/Interview |
| E4 | Supporting people from diverse backgrounds and experiences to engage in community participation, social action, civic engagement or research | Application/Interview |
| E5 | Writing and collating engaging reports and information, for different audiences, including children, adults/parents/carers and professionals | Application/Interview |

**Knowledge**

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| --- | --- | --- |
| Essential criteria | Criteria description*You will understand and have an active interest in...* | Assessed by |
| E6 | The different participation or consultation processes and mechanisms, their strengths, and their limitations. This will include thinking about community power, social action, civic engagement and mobilisation. | Application/Interview |
| E7 | The importance and limits of confidentiality in voice and influence work, and how to apply these principles. | Application/Interview |
| E8 | Inequities and how they affect different sections of the community, together with an understanding of how your role can support better equity, diversity, and inclusion outcomes. | Application/Interview |

**Skills**

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| --- | --- | --- |
| Essential criteria | Criteria description*You will be able to...* | Assessed by |
| E9 | Manage often complex and/multiple projects and workstreams, with excellent project management and organisational skills. | Application/Interview |
| E10 | Work as part of a team, while also able to prioritise and manage your own workload, proactively use initiative, continuously develop skills and be a reflective practitioner | Application/Interview |
| E11 | Collaborate with and mobilise a range of stakeholders including colleagues, leaders, partners, and residents, to actively contribute to a common agenda. | Application/Interview |
| E12 | Communicate to a high standard with a range of people. You will be able to produce written and verbal strategic reports, promotional materials, briefings, newsletters, websites, films, presentations and other communications materials in a clear, engaging and sensitive manner. | Application/Interview |
| E13 | Build relationships with diverse groups within the community in different circumstances (including groups and one-to-one), empowering them to be engaged, and feel heard and respected. | Application/Interview |
| E14 | Design inclusive voice and influence approaches which involve communities for whom there are barriers to involvement, to ensure a diverse range of voices and experiences influence decision-making. This will include:* embodying the values of active anti-racism, equity and inclusion
* effectively interacting, working with, and developing meaningful relationships with people of various cultural backgrounds
* interpreting issues and concerns from a cultural perspective and addressing situations or challenges from the points-of-view of multiple cultures
* recognising and advancing equity, diversity and inclusion through your actions
 | Application/Interview |
| E15 | Plan, facilitate and deliver group sessions, training, and events (both online and in person), using a range of activities and creative approaches that are relevant to the groups’ needs and abilities. | Application/Interview |
| E16 | Use standard digital technology packages including Microsoft 365, WhatsApp, social media and survey platforms. You will have experience using these to promote the participation and involvement of children, young people, families, and adults. | Application/Interview |

Specific requirements of the post

You will be required to obtain Enhanced clearance from the Disclosure and Barring Service (DBS).

You will be required to travel around the borough of Islington and to work flexibly, sometimes at evenings and weekends, to meet the demands of this role and those we work with.

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor’s Good Work Standard; Stonewall Diversity Champion; and Time to Change.

