

Job Description



Job Title: Participatory Democracy coordinator	Service Area: Resident Engagement and Participation	
Directorate: Change & Improvement	Post Number: 10028740	Evaluation Number: 5821
Grade: PO2	Date last updated: 5 April 2021	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To provide day-to-day support across a range of new initiatives and existing engagement activity. To contribute to the effective and efficient planning, co-ordination and implementation of events, projects and programmes across the Resident Engagement and Participation service and other service areas.

To contribute to the council's vision of improving resident engagement and participation across the borough, building a stronger culture of participatory democracy.

Job Summary

To project manage and coordinate the People Powered Places programme from planning and development to implementation. To identify new and innovative ways to engage with residents to ensure we meet those often missed through 'traditional' engagement methods.

To support the Resident Engagement and Participation Manager and service Senior Managers with planning, implementation and delivery of identified events, projects and programmes. Providing on-going guidance and logistical support to ensure that resident engagement activity and participatory democracy events run smoothly, achieve their objectives and enable resident involvement. To provide advice and support with planning and delivering borough wide initiatives and support colleagues in other services to deliver their engagement activity. To work collaboratively with the Senior Managers (and their teams) to co-ordinate service wide information.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

- Provide support to the Assistant Director and Senior Managers for service wide initiatives. Keep project and programme documentation updated including the maintenance of relevant logs and trackers. Prepare briefings, presentations, action plans, timelines, diagrams, templates and supporting documents for senior managers and elected members. Contribute to reports and draft correspondence when required for enquiries and FOI requests
- Organise meetings and briefings with Community Neighbourhood Teams, Senior Managers, Directors and Cabinet Members as required and invite appropriate attendees. Provide information, advice and guidance on internal & external stakeholders and prepare agendas and organise papers, assisting attendees, taking minutes or action points, producing reports and undertaking any follow up action as appropriate ensuring that due processes are followed.
- Maintain databases and mailing lists ensuring that all records kept and maintained meet the requirements of the Freedom of Information and Data Protection Acts.
- Coordinate communication and liaison with Councillors, Directors, Executive Support Teams and other guests attending participatory democracy events including planning public meetings and community event from start to completion, also arranging, and contributing to post-event debriefs.
- Coordinate the collation and processing of event feedback and evaluation for participatory democracy events across the community neighbourhoods, producing statistics and summary overviews including supporting external evaluation consultants as required to contribute to strategic papers and increase participation in events.
- Coordination and logistical support for participatory democracy events. Work with the Community Neighbourhood Teams to plan, organise and co-ordinate events, programmes and projects, including booking event services, supporting resident needs to enable attendance and ensuring all required resources are in place including a staffing rota colleagues in ICT and across the REP service.
- Work collaboratively with Community Neighbourhood Teams to ensure that participatory democracy events are organised and delivered effectively and efficiently, this includes leading on trial runs, problem solving and a process of

continuous improvement through lessons learned and refinement of processes through planned discussions.

- Coordinate the communications for People Powered Places, outlining the requirements, design and content. Coordinate the marketing and promotion of resident engagement activity and participatory democracy events including online registration processes, resident newsletters, and preparation of marketing content, website updates and social media. Effectively coordinate communications between the Assistant Director of Resident Engagement and Participation, Community Neighbourhood Teams and other stakeholders.
- Research and test proposed digital solutions for participatory democracy events, cascading training to Managers and colleagues ensuring they are well-trained and best able to use equipment and software. Identify opportunities to utilise digital for improved service delivery.
- Undertake research on regional, national and international practice on participatory democracy and to provide advice and guidance on contemporary models of participatory practice.
- Day to day supervision of the online platform for the REP service including development and configuration work to ensure it meets user requirements. Maintain the system and provide technical and administrative support to Community Neighbourhood Teams as and when required.
- Manage a devolved budget for the running of People Powered Places including tracking spend across the year, providing breakdowns of spend and highlighting if there are significant variances. Ensure that any spend meets procurement regulations, budget planning; raise purchase orders, receipt orders, complete journal transfers and track payments.
- Co-ordinate and support participatory democracy across the Council through tailoring information, advice and training to other services to support the wider organisations objectives in how it engages with residents. Build working relationships with other service areas and work with them collaboratively to plan and deliver public consultations and forums to ensure residents are involved in decision-making and are contributing to council policies.
- Project manage the planning, organising and co-ordinating the delivery of People Powered Places programme and proactively monitoring its progress, resolving issues and initiating appropriate action. Contribute to designing the new model of PPP and revising it each year following end of year evaluation of the programme.
- Research on best practice in participatory democracy happening in other local authorities, develop, and implement robust processes to ensure the relevant criteria and processes are in place for residents and community groups wanting to apply for membership, funding for project proposals and to ensure it is auditable by the Community Neighbourhood Teams.
- Digitally facilitate internal and external meetings and events and create online resources to capture, collate and share information (through tools such as mentimeter) to ensure there is transparency and contribution from various participants.

Other Duties

- To ensure the continuity of service provision by covering aspects of other team members duties during periods of absence
- To work evenings and weekends as required

Personal Specification

Job Title: Participatory Democracy Coordinator	Service Area: Resident Engagement and Participation	
Directorate: PPP	Post Number: Fusion	Evaluation Number:
Grade: PO2	Date last updated: 5 April 21	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: An understanding of working in a political environment An understanding of participatory democracy and resident engagement	Application and Interview Application and Interview

High level of accuracy when completing detailed tasks Ability to prioritise workloads, manage deadlines and work well under pressure, in a political environment Advanced use of a range of ICT systems and applications applicable to participatory democracy Ability to problem solve whilst working in an unpredictable environment, often under pressure and to tight timescales Ability to organise and coordinate events collaboratively with Senior Managers, finding creative solutions to achieve objectives. Ability to undertake research, analyse data and interpret information and present in a clear concise written form Ability to effectively collate, organise and report information to different audiences including senior managers Ability to streamline processes to ensure efficiency and a better user experience.	Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview
PERSONAL STYLE AND BEHAVIOUR: Ability to work independently and as part of a team Flexibility, adaptability and a proactive approach Be tactful, politically aware and have respect for the need for confidentiality in relation to confidential and sensitive issues. Knows when to escalate matters but always seeks to provide solutions to problems in doing so. Passion for involving residents to improve services to ensure a strong resident voice in decision-making. Values diversity, shows consideration, concern and respect for others and their opinions High level of commitment to successfully delivering projects in relatively short timescales	Application Form/Interview Application Form/Interview Application Form/Interview Application and Interview Application and Interview Application and Interview Application and Interview
OTHER SPECIAL REQUIREMENTS: Willingness to work evenings and weekends as required	Application Form