26 October 2022

Dear Applicant

Thank you for your interest in the post of Stakeholder Engagement Coordinator.

In this pack you will find:

• Job Description
• Person Specification

On our website you will find:

• Application Form
• Guidance Notes for Applicants
• Monitoring Form
• Our Equal Opportunities Policy Statement

Please note that CVs will not be considered as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form together with your completed monitoring form should be sent to arrive no later than 9:00am on 23 November 2022, by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place in the week beginning 5 December 2022.

For further information regarding this post please contact Andrew Kerr, Voice and Influence Programme Manager, on 020 8305 5000 or by email Andrew.Kerr@metrocharity.org.uk

We look forward to hearing from you.

Best wishes

Andrew Evans, CEO
Job description

Key details

Job title Stakeholder Engagement Coordinator

Employment status Part-time
Duration Permanent

Salary/Wage £32,000 per annum pro rata

Hours 21 hours (3 days) a week, Monday – Friday (precise days to be agreed) with some occasional evening and weekend working

This post would suit applicants looking for flexible, part-time work

Line manager Voice and Influence Programme Manager

Employer METRO Charity (The Metro Centre Ltd)

Location Main location of work is METRO Woolwich, although some homeworking can be accommodated if desired

Job outline

The Greenwich Hub for Influence, Voice, and Engagement (G-HIVE) will support the representation of local communities’ needs and aspirations around health and social care. By ensuring that the voices of local communities are heard, G-HIVE will support system change which will lead to reduced demand on the NHS and social care. Moreover, it will build trust, and develop preventative services that people both want and need. In order to help those who want to have a voice and carry out local community consultation and co-design, there will be a focus on building strong, professional, and beneficial relationships with local communities, groups, and organisations within the Royal Borough of Greenwich.

The role of the Stakeholder Engagement Coordinator is to work with the Voice and Influence Programme Team in the development of G-HIVE. This will occur through leading and coordinating the stakeholder engagement and partnership development function of the Greenwich Voice and Influence Programme. The Stakeholder Engagement Coordinator will facilitate representation and engagement of the Voluntary and Community Sector (VCS) (which includes local communities) with the Statutory Sector (including the Local Authority, NHS, and social prescribing service).
Main tasks

1. Lead and coordinate the stakeholder engagement and partnership development function of the Greenwich Voice and Influence Programme, underpinned by the G-HIVE commitments, standards, and principles.
2. Design, develop, and deliver G-HIVE infrastructure and activities, both in-person and virtually, with the Voice and Influence Programme Manager, ensuring G-HIVE is developed with and becomes embedded across the Statutory Sector and VCS.
3. Deliver and facilitate workshops, trainings, and networking events within the Greenwich Voice and Influence Programme alongside the Voice and Influence Programme Team.
4. Proactively promote the G-HIVE, and provide innovative opportunities to progress the Greenwich Voice and Influence Programme, through a range of physical channels including but not limited to local and regional boards, partnership panels, steering groups, working groups, events, conferences, and other professional meetings.
5. Proactively promote the G-HIVE, and provide innovative opportunities to progress the Greenwich Voice and Influence Programme, through a range of digital communication methods, with the Communications and Network Support Officer.
6. Undertake analysis of qualitative and quantitative data for monitoring and evaluation processes, including budget monitoring and programme reporting.
7. Deliver outreach and engagement activities to the VCS (which includes local communities) to build strong, professional, and beneficial relationships, and foster mutual learning.
8. Support Statutory and VCS groups and organisations, including other relevant projects, programmes, services, and activities, to be able to deliver and progress consultation, engagement, and capacity building activities with local communities which builds trust, confidence, avoids duplication, and enables effective feedback mechanisms.
10. Support the development of funding bids and applications.

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO’s policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO’s Information Governance policies.
4. In line with METRO’s policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.
## Person specification

<table>
<thead>
<tr>
<th>Knowledge &amp; Experience</th>
<th>Skills &amp; Abilities</th>
<th>Essential / Desirable</th>
<th>Application Form / Interview / Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to degree level or five years’ experience of working in stakeholder engagement</td>
<td></td>
<td>E</td>
<td>AF</td>
</tr>
<tr>
<td>At least two years’ experience working or four years volunteering with or in the Statutory Sector and/or VCS supporting the development of projects, programmes, and/or services</td>
<td></td>
<td>E</td>
<td>AF / I</td>
</tr>
<tr>
<td>Experience of leading on the development and management of partnerships with a range of stakeholders in the Statutory Sector and VCS</td>
<td></td>
<td>E</td>
<td>AF / I</td>
</tr>
<tr>
<td>Experience of supporting the inclusion and engagement of communities from a range of different protected characteristics</td>
<td></td>
<td>E</td>
<td>AF / I</td>
</tr>
<tr>
<td>Able to utilise communication, presentation, and negotiation skills with a range of stakeholders, accounting for different needs and requirements</td>
<td></td>
<td>E</td>
<td>AF / T</td>
</tr>
<tr>
<td>Able to manage and produce reports, and interpret qualitative and quantitative data</td>
<td></td>
<td>E</td>
<td>AF / I</td>
</tr>
<tr>
<td>Able to prioritise, and use own initiative in a multi-tasked, fast-paced, and complex environment</td>
<td></td>
<td>E</td>
<td>AF / T</td>
</tr>
<tr>
<td>Experience of successfully working with challenging individuals</td>
<td>E</td>
<td>AF / I</td>
<td></td>
</tr>
<tr>
<td>Experience of organising workshops, trainings, and/or networking events, both in-person and virtually, meeting different needs and requirements</td>
<td>E</td>
<td>AF / I</td>
<td></td>
</tr>
<tr>
<td>Able to use and develop different types of digital infrastructure, including Microsoft Office 365 applications, social media platforms, and databases</td>
<td>E</td>
<td>AF / I</td>
<td></td>
</tr>
</tbody>
</table>