

JOB DESCRIPTION & PERSON SPECIFICATION

ROLE DETAILS

POST TITLE:	Insight and Engagement Manager
RESPONSIBLE TO:	Chief Operating Officer
HOURS:	37.5 hours per week
TERM OF POST:	Permanent
SALARY:	Competitive

ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is going through an exciting period of growth having recently opened a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast-moving Charity at a time when it will attract national and international attention.

POST OUTLINE

The services of Caudwell Children enrich the lives of our children and families through the delivery of high-quality person-centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

The post will be based in the Caudwell International Children's Centre on the campus of Keele University, Staffordshire. This is a permanent post supporting the development and operation of the charity, by taking a leading role on providing Insights and data on how our Services are performing against their objectives and on the Impact, they are making. This will be carried out through the implementation and maintenance of an evaluation framework, consisting of questionnaires, focus groups, consultation and engagement.

The role will help to establish the expansion of existing services, and the initiation of new service lines through engaging with beneficiaries and making links with

groups that the Charity does not currently support to explore and collect data and evidence on what is required within the community of disabled children and their families.

The role will manage a team to provide Insights that are used for Marketing and Communications, Fundraising, Grant and Commissioner reporting, contractual reporting and for our annual Impact report.

DUTIES & RESPONSIBILITIES

Main Duties:

- Implement and maintain the Evaluation Framework to ensure that the Charity is able to effectively evaluate its services.
- Collect, collate, analyse and report on complex data – including supporting the creation of engagement and evaluation surveys.
- Undertake engagement, consultation and focus groups with families and other external organisations, as part of awareness raising, promotion, service development and ongoing quality improvement for CCAS and the wider services offered by Caudwell Children.
- Create and develop a network of research opportunities with external organisations, such as universities.
- Work with external Researchers to analyse projects and present these to the Senior leadership Team for approval. Work then to implement, deliver and report on the outcomes of these projects.
- Work with the Executive team to develop core services in line with the outcome of consultation and engagement with families, children and external stakeholders.
- Create, manage and co-ordinate consultation and engagement activities, including the development and strategy of the Child Ambassador Network (CAN) to support effective stakeholder engagement and consultation processes.
- Work proactively with teams across the charity, including (but not limited to) fundraising, communications, operations and services, research and governance teams to ensure that internal communications within the charity are accurately reflective of beneficiary voices, consistent and accurate.
- To plan and deliver support, advice and training to a range of staff with regard to consultation and engagement, developing and implementing communication and engagement plans, as well as contributing to qualitative and quantitative research conducted by the charity.
- To provide information, support, training and guidance to members of the public, service users, parents/carers and the voluntary and community sector about how they can become involved in developing charity operations and ensure they are able to participate effectively.
- Be aware of local service provision in relation to children's disability and how they complement our own provisions.
- Comply with current regulatory, ethical, procedural and contractual requirements in undertaking consultation and engagement activities and ensure that appropriate records are maintained.

Other:

- At all times to afford service users, colleagues and stakeholders the dignity and respect to which they are entitled with full regard to the organisations Equality and Diversity Policy.
- Confidentiality and data protection regarding all personal information and Caudwell Children activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations 2018.
- Contribute and co-operate fully with any regulatory or organisational inspections/audits.
- Have an awareness of relevant health and safety regulations and legislation.
- Be responsible for your own health and safety and that of anyone else whom your acts and omissions may affect and maintain a professional and hygienic personal appearance at all times.
- Effectively maximise all resources available in the course of your duties, minimising waste and working within budgets.
- Demonstrate commitment to ongoing personal and professional development, maintaining professional portfolios and training profiles.
- Keep up to date and integrate any relevant new initiatives, regulations and legislation as appropriate to your role.
- To work effectively and collaboratively as a member of the team, building and maintaining good working relationships with all colleagues, stakeholders and professionals from external agencies.
- Creation of comprehensive and robust information monitoring that is shared at all levels of the Charity and allows clarity and understanding of performance.
- Adhere to all Caudwell Children policies and procedures.
- Demonstrate commitment to Caudwell Children's mission, vision and values.
- On occasion and when necessary, work flexible hours to meet the needs of the business.
- Willingness to travel in order to meet the needs of the post.

PERSON SPECIFICATION**Essential Criteria:**

- Educated to GCSE level (or equivalent) including English
- Educated to Degree-level standard in a relevant subject or equivalent qualification, or significant equivalent previous proven experience
- Excellent standard of literacy
- Experience of working within a Research-based Environment.
- Experience of managing formal Research projects
- Experience of working with families and children as service users
- Experience of managing conflicting priorities and demands
- Experience in carrying out a wide range of involvement activities
- Experience of working with statutory services, the voluntary and community sector including schools and local authorities
- Knowledge of and understanding of Equality Act 2010
- Knowledge of a range of statutory and voluntary services

- Ability to develop relationships and build successful partnership co-operation with a range of statutory and voluntary stakeholders
- Ability to analyse consultation data and make recommendations as necessary
- Excellent organisational skills including the ability to plan and deliver all aspects of engagement/consultation as required
- Ability to produce reports in plain English and effectively summarise complex issues into understandable format including statistics
- Ability to work on own initiative and as part of a team
- Exceptional communication skills: excellent written skills, ability to listen, to be tactful, diplomatic and persuasive when providing advice, to respond calmly to difficult and challenging situations
- Ability to adapt communication style to different audiences
- Excellent oral, written and presentation skills
- Ability to research regional services available to families
- Good IT skills with knowledge of Microsoft Office particularly Word, Excel and PowerPoint
- Ability to work on own initiative, organising own workload to meet strict deadlines
- Ability to travel across large geographical areas and to work flexible hours including some evening and weekends

Desirable Criteria:

- Evidence of continued professional development
- A track record of working within a hospital and/or a good knowledge of the NHS
- Experience of working as part of a multi-disciplinary or multi-agency team(s)
- Experience of working with people with autism
- Ability to work under pressure and strict deadlines
- Demonstrable ability to build relationships
- Experience working with volunteers and students.
- Experience of working in the Charity/Third Sector
- Experience of working in ISO regulated organisations
- Experience of working in CQC regulated organisations

DISCLOSURE & BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for an Enhanced DBS check.

EQUAL OPPORTUNITIES

Caudwell Children is a Disability Confident employer committed to offering an interview to all applicants who meet the minimum criteria and declare they have a disability as defined in the Equality Act 2010. We are committed to creating a diverse environment and will not discriminate for any reason against any person

because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. We particularly encourage applications from people who identify as Black, Asian or from a Minority Ethnic background and other underrepresented groups.

