Grading
Job Description and Employee Specification

Job title: Co-Production Officer	**Service area:** Adults and Health
Post number:	**Division:** Safeguarding and Assurance
Grade: Grade 8	**Section/team:** Strategy and Assurance

Overall purpose of job:

To develop, implement and embed activity relating to people's voice and co-production across North Lincolnshire Council, championing this activity as the Adults and Health Single Point of Contact for this area of work.

Lead on co-production activity, ensuring input into assurance measures and service development, ensuring that operational and strategic changes take into consideration the needs and views of the communities of North Lincolnshire.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Understand our communities by identifying and implementing measures that support equality, diversity, and inclusion across people's voice activities, including through collaborative approaches with partners to ensure best use of resources and a co-ordinated approach at place.

2. Develop and maintain positive working relationships with stakeholders, ensuring regular reviews of activity and accurate record keeping supporting accountability, collating of co-production activity and collaborative working.

3. Lead on people's voice group activity, including the forming of groups, development of action plans, identification of opportunities and guest speakers, chairing meetings with groups of individuals and acting as a single point of contact.

4. Engage seldom listened to communities, undertaking regular review activity to enhance the voices heard and used within co-production activity.

5. Champion the use of co-production across the service, providing support to individuals and teams, showcasing positive outcomes from activity across the service and acting as a Single Point of Contact (SPOC) for co-production activity development across Adults and Health.

6. Maintain a good knowledge of legislation, government guidance, and local changes to inform service planning, commissioning and associated co-production activity.

7. Ensure information is proactively shared across groups and networks in a clear and accessible manner.

8. Ensure accurate and secure records of meetings and activities, supporting the triangulation of information with other areas of work, and providing input into reporting processes that ensure themes, opportunities and outcomes are captured.

9. Lead on, and undertake, peoples voice activities across North Lincolnshire, developing ways for communities to engage outside the structure of formal voice groups.

10. Produce and present reports for governance structure / service management / cabinet members.

11. Lead on the coordination of partnership approaches to peoples voice activity, ensuring the efficient running of activity including, but not limited to, the Experts Together Pledge Partnership.

12. Acts as a role model demonstrating positive behaviours that reinforce the council's values, acting as an ally to ensure an inclusive working environment.

Knowledge, skills and experience:

- Degree level qualification in a field or equivalent knowledge skills and experience.
- Experience working within the health and/or social care sector
- Experience in overseeing co-production activities
- Experience in using technology to produce reports, presentations and other business-related documentation
- Experience of analysing and interrogating a range of data and information, including qualitative and quantitative information, to inform decision making.
- Project management skills including experience of managing conflict and crisis to meet project timescales for delivery
- A high-level understanding of relevant legislation and guidance, including Care Act 2014, Think Local Act Personal
- A strong understanding of North Lincolnshire communities and its seldom heard communities for inclusion.
- Highley skilled in the use of a wide variety of communication (report/written/verbal presentation) methods and media to support effective communication with a wide range of stakeholders from citizen groups, service users to external partners, both voluntary and professional.
- Able to act on own initiative in complex matters, including undertaking research, organising activity and creating innovative solutions to co-production.
- Ability to build and maintain positive working relationships across stakeholders, including those with lived experience of services, departments and partnership agencies.

- Ability to act in a coaching style that supports achieving positive outcomes.
- Ability to advocate on behalf of people with lived experience of our services.
- Strong influencing, decision making and negotiation skills.
- Excellent organisational skills, with the ability to meet tight deadlines, working with initiative and responsiveness.
- Ability to gather, analyse, interpret, report and disseminate a wide range of complex data and information.
- Ability to champion the use of co-production across the service and wider as required.
- Ability to maintain accurate records.
- Excellent IT skills, including experience in using Microsoft 365 packages.
- Advanced organisational and time management skills.

Creativity and innovation:

- The post holder is expected to undertake the role in a manner, which is continuously creative and innovative, actively seeking opportunities for co-production activities using people's voice.
- Support the design and creation of new quality measurement systems to data capture and report to ensure compliance with national and local requirements.
- Creativity in approach to engaging and building positive relationships with communities, including those that are seldom listened to.
- Designing activities for hearing voice and recording engagements.
- Develop user and carer focused procedures and practices – working with service users and carers to make sure quality management systems are person centred.
- Collating, production and delivery of information to a wide range of stake holder and partners.
- Production and presentation of formal reports.

Contacts and relationships:

The post holder will engage and advise departments across the service area, and the Adult Social Care senior leadership team co-production activity; with the potential to have major implications for both the service, partnership organisations and the people of North Lincolnshire. Some subject matters will likely be contentious and will require tact and sensitivity along with the ability to negotiate and influence.

The post holder will be in regular contact with:

- Senior managers and other officers of the service providing information and

advice on co-production development. (Daily)

- Multi-agency and integrated partners and all other key stakeholders – consulting with and providing advice, support and guidance on the use of co-production and engagement to support operational, strategic and partner organisations. (Daily)

- To work closely with other teams and develop strong links to ensure effective working. (Daily)

- Residents and communities within North Lincolnshire – consulting with and providing information, responding to queries and overseeing peoples voice activity and relevant supported voice groups. (Weekly)

Decision making:

- Decisions made within the scope of this role have the potential to have major implications for both the service, partnership organisations and the people of North Lincolnshire.
- Make decisions in relation to planning and managing of projects/work streams/urgent priorities, with due consideration of the changing agendas and the impact on other areas.
- Make recommendations regarding the involvement of adults and their contribution to the improving the quality and performance of other partner agencies.
- Contribute to decisions relating to Quality Assurance systems design and subsequent implementation. This may have financial or precedent setting implications.
- Make decisions relating to co-production projects, and the involvement of people with lived experience, taking into consideration other pressures and suitable timescales in balancing the diverse needs of all involved to set realistic priorities.
- Identify appropriate co-production projects and opportunities, being creative and innovative in the approach.
- Make decisions relating to the engagement, support and training of citizen groups.

Responsibility for resources:

- Responsible for laptop and mobile phone to the value of £850
- Working away from the office base approximately or up to 20% of working time

WORK ENVIRONMENT

Work demands:

- Frequently working to short- and long-term deadlines set internally and by external agencies e.g. central government (subsequently the postholder must constantly prioritise workload and recommend priorities to their Manager).

- Priorities and deadlines will fluctuate due to service requirements and changing

priorities within the service directed by governance structures.

- Flexibility to work as required e.g. out of hours meetings and consultations.
- The nature of the role is such that there will be frequently changing and conflicting priorities being driven by a number of stakeholders who delivery statutory services.
- The post holder will be required to transport themselves across North Lincolnshire and the wider sub-region

Physical demands:

- Normal physical effort

Working conditions:

- Work is predominantly office based. Both agile and hybrid working is supported across the service with a requirement to attend the office base as requested.
- The majority of this role will be conducted indoors, however where activities are undertaken in communities there may be the need for outdoor working.
- There may be a requirement to work outside of normal 09:00 – 17:00 hours, to ensure appropriate engagement with community groups.
- Ability to travel across North Lincolnshire.

Work context:

- Minimal risk

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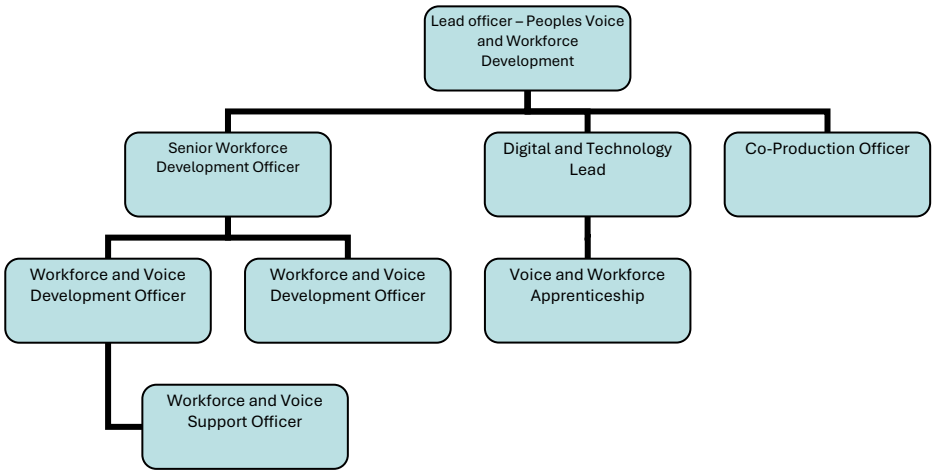
Position in organisation:

Indicate how many staff the post is directly accountable for: 0



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**

- Experience working within the health and/or social care sector
- Experience in overseeing co-production activities
- Experience in using technology to produce reports, presentations and other business-related documentation
- Experience of analysing and interrogating a range of data and information, including qualitative and quantitative information, to inform decision making.
- Project management skills including experience of managing conflict and crisis to meet project timescales for delivery
- A high-level understanding of relevant legislation and guidance, including Care Act 2014, Think Local Act Personal
- A strong understanding of North Lincolnshire communities and its seldom heard communities for inclusion.
- Highley skilled in the use of a wide variety of communication (report/written/verbal presentation) methods and media to support effective communication with a wide range of stakeholders from citizen groups, service users to external partners, both voluntary and professional.
- Able to act on own initiative in complex matters, including undertaking research, organising activity and creating innovative solutions to co-production.
- Ability to build and maintain positive working relationships across stakeholders, including those with lived experience of services, departments and partnership agencies.
- Excellent IT skills, including experience in using Microsoft 365 packages.

Knowledge, Skills and Experience	Interview

- Strong influencing, decision making and negotiation skills.
- Excellent organisational skills, with the ability to meet tight deadlines, working with initiative and responsiveness.
- Ability to gather, analyse, interpret, report and disseminate a wide range of complex data and information.
- Ability to champion the use of co-production across the service and wider as required.
- Ability to maintain accurate records.
- Advanced organisational and time management skills.
- Ability to act in a coaching style that supports achieving positive outcomes.

• Ability to advocate on behalf of people with lived experience of our services.	
Education, Training and Qualifications	**Original documents**
• Degree level qualification in a field or equivalent knowledge skills and experience	
Working Arrangements	**Interview**
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DESIRABLE CRITERIA	**ASSESSED THROUGH:**
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Knowledge / Experience of advocacy roles	
Knowledge, Skills and Experience	**Interview**
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Education, Training and Qualifications	**Original documents**
• Coaching qualification or equivalent	
Working Arrangements	**Interview**
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THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ☐
Political restriction	
Yes ☐	**No** ☐
The ability to speak fluent English under the Immigration Act 2016	
Yes ☐	**No** ☐

• **Version Control**	
Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021