# Job Description

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| **1. Post Details** |
| **Job Title:** Participation Officer (with All Wales responsibilities) |
| **Reports to:** The Head of Practice |
| **Working locations:**  The Commissioner’s Office premises are located in Llewellyn House, Harbourside Business Park, Port Talbot. The Office is 0.3 miles walking distance from Port Talbot main line train station and just 1 mile from junction 41 of the M4 if driving.  In CCFW we work with agility and flexibility, this means bringing people, working practices, technology, time and place together to find the most appropriate and effective way of working. Working in this way we hope to enable all staff to work in places and at times suitable for them to achieve better balance in their lives. We hope this will specifically support people with disabilities, with caring responsibilities and those with a commitment or devotion to religious faith or observance to be encouraged to work with us.  This role requires travel across Wales to meet with children and young people. Travel requirements are a regular feature of the role (at least twice a month) including some overnight stays. Travel to schools, events, or workshops is shared between people in the Participation Team. Despite this commitment careful advance work planning allows the Team flexibility and freedom to organise the majority of their diaries according to their personal needs, commitments and their expertise. |
| **Disability Confident**  We are a Disability Confident Employer. We have adopted the social definition of disability, in which it is recognised that barriers in society act to disable people who have impairments or health conditions, who are neurodivergent or who use British Sign Language. We are committed to removing barriers so that all (or potential new) staff can perform at their best. |
| **Physical demands of the post:**  This role involves a daily requirement to work at a computer (sitting or standing depending on personal needs and preference). The computer-based work involves fine hand coordination, to use emails, read electronic files, research information, develop resources such as lesson plans, and attend virtual meeting rooms. The post holder has the freedom to take rest breaks from the screen in between meetings and to accommodate their personal needs. The computer-based work is supported by mobile and remote working technology allowing for work in various locations, including at home and in office premises.  This role also involves a regular requirement to work with children and young people and the adults who work or care for them in person at external locations and on line. This includes engaging with groups of young people, delivering information to a range of audiences using props, handouts, play equipment and PowerPoint slides. A risk assessment is completed for in-person events where accessibility issues would be identified. There is some lifting required in the role when organising events, such as games, handouts and equipment for events, in addition to transporting a laptop between working locations and connecting it to a computer monitor and keyboard. Advance work planning and admin support can be provided to assist with these activities.  The CCFW has office premises located on the first floor of a modern and accessible building. There are 2 flights of stairs to reach the floor space and there is a passenger lift available. The floor is open plan and easily accessible and it is designed so that most regularly used items are stored and stacked from eye level to the ground. |
| **Equality and Diversity**  We always aim to treat people fairly and with respect, learn about other identities, cultures and nationalities, and raise awareness about racism and racial bullying. Everyone working for the Commissioner is committed to working to end discrimination, racism and oppression across society as part of our all-embracing commitment to promoting human rights, equality, diversity and inclusion.We will actively challenge racism within our organisation and in other organisations that we meet. We will aim to identify and remove any institutional racism in our own organisation and in wider society. |
| **2. Main purpose objective and context of the role (in summary)** |
| * To listen, engage, respond, and monitor the views of children and young people in support of the Children’s Commissioner for Wales and members of staff in the Office of the Children’s Commissioner for Wales (CCfW). . * To work with all members of staff to support their work with children and young people in line with CCfW’s Participation Strategy. * To be a lead contributor to the implementation of CCfW’s Participation Strategy within the Office of the Children’s Commissioner for Wales * To play a key role in ensuring that the strategic direction and operational delivery of the Commissioner’s 3 year strategic plan is shaped by the thinking and opinions of children and young people in Wales. . * To participate, either as project manager or project member, in cross functional project groups within the office, contributing a participation perspective, ensuring that the voices and views of children are listened to, responded to and incorporated into the outcome of the project. |
| **3. Main duties and responsibilities** |
| * To deliver presentations, training sessions or workshops to adults, including professionals and adults working with and or on behalf of children and young people and to Officers of the Children`s Commissioner for Wales. * To support the organisation and staff team to plan, develop and monitor a range of opportunities, in close liaison with colleagues across the organisation, to gain the views of children and young people across Wales and to enable those views to influence and contribute to the work of the Office. * To create, manage and maintain links with children and young people across Wales and organisations working with children and young people, developing and maintaining accurate records of all established children and young people networks in Wales as prioritised in the Participation Strategy. * To support the Office of the Children’s Commissioner for Wales in the development and implementation of the CCfW Participation Strategy to meet the Commissioner’s objective of seeking the views of children and young people and involving them directly in the work of the organisation. * To maintain an overview of children’s rights and participation practice in the Welsh context providing advice and background briefings to the Commissioner and other members of the team. * To keep up to date with developments in the field of participation and children’s rights, analysing current practice in Wales, sharing areas of good practice, discussing and implementing changes in practice if appropriate. * To lead on the development and production of age and ability appropriate resources and tools, which will be utilised by Officers of the Children’s Commissioner for Wales to engage children and young people in Wales, including those who are marginalised and or vulnerable. * To participate, either as project manager or project member, in cross functional project groups within the office, contributing a participation perspective, ensuring that the voices and views of children are listened to, responded to and incorporated into the outcome of the project. * To contribute to the development and implementation of a structured programme for the training and support of Officers of the Children’s Commissioner for Wales in participation skills, interactive work, group work theory and practice, anti-discriminatory practice * To develop a reflective practice working approach and evaluation tools to demonstrate the achievement of the Participation Strategy’s objectives. * To identify issues affecting children’s rights and welfare that could require action by the Office of the Children's Commissioner for Wales and bring them to the attention of the Commissioner. * To foster sound working relationships and to work in partnership where appropriate with agencies in the statutory and voluntary sectors whose work is relevant to the functions of the Commissioner. * To represent where appropriate the Children's Commissioner for Wales at workshops, conferences and seminars and to attend, as an observer, key working groups of the Welsh Government and voluntary organisations. * To assist in the development and production of CCfW publications providing advice in relation to age ability, inclusion and accessibility issues. * To liaise regularly with colleagues at team meetings with regards to keeping up to date with policy developments and influencing the development of national policy relating to children and young people. * To support the creation of an inclusive and supportive corporate culture by providing assistance and occasional cover for duties to colleagues across all functions as necessary * To uphold the values of the Commissioner’s Team and its commitment to championing the rights of children and to listening to and involving children in key aspects of the Commissioner’s work. * To undertake any other duties within the remit of the grade as deemed necessary by the Management Team or any of its members. |

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| **Participation Officers with the Children’s Commissioner for Wales are people with the following skills, knowledge, experience and attitude.** |
| **1. Attainments or Qualifications** |
| To be eligible to apply for this role you should have some or all of the following attainments/qualifications:   * Relevant experience in a similar role * A degree from a relevant discipline (e.g. education, law, social services, health, play, youth work, and youth justice ) * A professional qualification from a relevant discipline (e.g. education, law, social services, health, play, youth work, and youth justice )   If you are unsure, whether your attainments qualify you to apply for this role, we would love to hear from you. Please ring the office on 01792 765600 and someone will help you. |
| **2. Skills** |
| * To gain the views of children and young people across Wales and to enable those views to influence and contribute to the work of the Office you need to demonstrate **excellent training, facilitation and presentation skills.** * To plan and deliver events workshops and presentations you must demonstrate a high degree of **organisational skills or project management skills** especially the ability to forward plan and meet deadlines. * To represent the Children's Commissioner for Wales at workshops, conferences, seminars and key working groups of Welsh Government and stakeholders you need to have **excellent verbal communication skills** and be able to **present complex information** at an appropriate level to a wide range of audiences. * We value skills in the Welsh language and in other languages too. **Welsh language skills are not essential for this role**; however, we support all staff to learn Welsh as part of their term of employment and would support you to achieve at least courtesy level in Welsh. Everyone working for the Children’s Commissioner’s is committed to participate in a Welsh language learning programme to develop or improve Welsh language skills; Let us know what languages you speak in your application. |
| **3. Knowledge / Experience** |
| To be eligible to apply for this role you should be able to demonstrate:   * Previous experience of **working with children and/or young people**. * Previous experience of **designing and developing resources** and teaching materials. * Knowledge and experience of **communication and participation theory and methodologies.** * Knowledge and understanding of **anti-discriminatory practice and reflective practice.** * Knowledge of **the UNCRC** and what is required to mainstream children’s rights into everyday practice; * An appreciation **of the cultural and bi-lingual landscape in Wales**. * Wide ranging experience and evidence of **working in partnership with other organisations to influence and deliver change** (for children and young people);   We recognise **lived experience as a form of expertise** and we are welcoming to people who are following a non-traditional route in their career. |
| **4. Personal Qualities** |
| We are looking for people who:   * Are self-motivated, courageous, and positive; * Displays enthusiasm to be an effective ambassador for children’s rights and a desire to improve outcomes for children and young people; * Can show a record of achievement of delivering objectives and finding innovative solutions to problems; * Demonstrate professional integrity, credibility and sensitivity to maintain the confidence and trust of the people they work for and work with; * Are willing to actively challenge racism within our organisation and in other organisations we work with; * Demonstrate an ability to relate to people from a wide range of backgrounds and build productive working relationships. |
| **5. Our Values and what matters to us** |
| We encourage all our staff to demonstrate our organisational values in their day-to-day role. The successful candidate will need to demonstrate how they live these values in their current work and life   * Children and young people play a clear and genuine part in informing and helping direct our work. * We ensure that children and young people with whom we have contact are kept safe through our policies and practice. * We aim to combat discrimination in all forms and adhere to equalities legislation in all spheres of our work. * We give English and Welsh languages equal status in our organisation and external communications, and encourage the use of Welsh as an everyday language in our office. * We adhere to the One Welsh Public Services Values and principles in our work. |