

LONDON BOROUGH OF HACKNEY

POST TITLE: Consultation Officer

DIRECTORATE: Public Realm

SERVICE: Parking and Markets & Street Trading Services

GRADE: SO2

LOCATION: 136 – 142 Lower Clapton Road (any suitable location)

RESPONSIBLE TO: Technical Services Manager

RESPONSIBLE FOR: None

PURPOSE OF THE JOB:

The Consultation officer has the overall responsibility for undertaking consultation and research functions during the implementation and review of Parking Zones and making recommendations for changing parking provision and any other relevant information as required to assist the Council in making decisions. The Consultation Officer will also take the lead on carrying out all other consultations on behalf of the Parking Operations Team including but not limited to Cycle hangars.

To ensure that consultations and all modes of communication are carried out to robust methodological standards and co-ordinated across the Council and with other agencies, e.g. Police, Fire Brigade, Health Authority, the voluntary sector and other relevant bodies.

The consultation officer will also be responsible for drafting high level reports including Delegated Power Reports for parking zone reviews and Housing Estates as well as Decision Audit Reports for all statutory consultations relating to parking zone changes.

Key Accountabilities

1. To conduct a range of surveys with the public using various media incl. leaflets, questionnaires, face to face, online website and telephone in order to assess attitudes to and satisfaction with Parking Zones throughout the borough.
2. To take the lead on the design and undertake a range of other quantitative and qualitative consultation exercises to inform policies and services, including contributing to large scale service wide consultation exercises.
3. To establish and maintain data files and provide the analysis of a wide range of survey data.
4. To present consultation and research findings in user friendly formats suitable for a variety of audiences.
5. Use Microsoft Office and Google suite products to produce correspondence or consultation material for Parking Operations as required.
6. To take lead on responding to customer enquiries and complaints relating to Parking Zone projects managing the consultation inbox and responding to all FOIs and member's enquiries.
7. To work collaboratively with the Technical Services Manager to ensure that there is sufficient administrative support to conduct parking consultations including organising printing and data input.
8. To support and advise colleagues across the Council on the appropriate use of consultation findings in informing strategic, service and financial planning.
9. To represent the Council in meetings with other external agencies e.g. Primary Care Trust, Metropolitan Police Service, local voluntary sector organisations.
10. To ensure that consultations are carried out in accordance with the Parking Enforcement Plan and the service plan for the area and the work programme.
11. To be responsible for effectively organising and prioritising workload to ensure that all service deadlines and priorities are met.
12. To have an awareness of the organisational context and commitment to the Council's organisational values and beliefs.
13. To carry out effective analysis on large quantities of data produced as a result of consultations and provide recommendations on how to proceed with changes to parking zones to the Service Area Manager and the Technical Services Manager.

14. To take the lead on all consultations undertaken by the Parking Operations Team for both Parking Zones, Estates and Cycle Hangars in accordance with the Council's Communication Strategy and Consultation Charter.
15. To conduct benchmarking exercises with other local authorities to identify areas of improvement in the Parking Consultation process and ensure that our processes remain robust.
16. To take the lead on drafting of Delegated Powers Report and any other relevant high level reports including Decision Audit Reports.
17. Organising site visits as and when necessary to assist with the decision making provinces on restriction changes.
18. To assist the Project Officer in undertaking projects, ensuring that relevant resources are assigned to tasks and that the associated works are completed within the relevant timelines.
19. To attend both internal and external meetings, including drop in sessions and ward forums to represent the Council and provide information relating to parking consultations.
20. To adhere to all security policies and Data Protection policies upheld by the Division.
21. To establish and maintain excellent working relationships with strategic partners and stakeholders throughout the consultation and design process of parking zones.
22. To be the main point of contact for residents for queries relating to parking consultations.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading and scope of the post.

Skills, Ability and Knowledge

1. Educated to degree level, or equivalent.
2. Experience of involvement in a range of consultation projects.
3. A proven track record of involvement in effective public consultation.
4. Experience in collecting, handling and analysing large amounts of information, and presenting this to a variety of professional and lay audiences in an understandable form (in particular numerical information).
5. An ability to design and undertake quantitative consultation projects.
6. To have good levels of computer literacy including Microsoft applications and google suite.
7. To have a familiarity with Customer Insight techniques.
8. Able to build effective and productive working relationships with colleagues and the team, and exploit any opportunity for synergy with other parts of the parking services.
9. Able to maintain high standards of ethics, professional conduct, probity and honesty.
10. Ability to effectively contribute to projects, including ability to act on own initiative.
11. Ability to adjust own work priorities to assist colleagues in meeting the needs of the service.
12. Ability to inspire confidence and instil a positive approach to providing a quality service.
13. To have an awareness of the organisational context and commitment to the Council's organisational values and beliefs.
14. To have excellent communication (both written and oral) and team working skills and experience of communicating at a professional level with a range of audiences including senior managers and members of the public.
15. Ability to prepare and present reports at working parties and other forums.
16. Willingness/ability to work out of hours.
17. Knowledge of the Equalities Act 2010 and the Road Traffic Act 1984 (as amended).

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.