



HOUSE OF COMMONS

JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	Engagement Manager (Members' staff)
Campaign Type:	Concurrent
Payband:	B1
Pay range:	£37,510 - £40,500 (<i>Appointment will normally be made at the minimum of the pay range</i>)
Team:	In-house Services, with the possibility to be transferred to an independent Sponsor Body for R&R
Section:	Cross-Directorate
Reports to:	Member Engagement Lead
Number of posts:	1
Hours:	36 hours full time
Contract type/ duration:	Fixed term for 1 year with possibility of extension
Issue date:	9 May 2019
Closing date:	27 May 2019

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK's "Mother of all Parliaments". Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

Team information

The In-House Services team aims to deliver a comfortable, safe and efficient environment for Members, their staff and staff of the House to work in; as well as providing a welcoming and functional environment for all visitors to the House of Commons.

The Programmes

The Palace of Westminster Restoration and Renewal Programme has been established to tackle the significant work that needs to be done to protect and preserve the heritage of the Palace of Westminster and ensure it can continue to serve as home to the UK Parliament in the 21st century and beyond.

The NEP is a major renovation programme for the buildings on Parliament's Northern Estate and include 1 Parliament St, 1 Derby Gate, Norman Shaw North and Norman Shaw South.

Job introduction

The key objectives of the Engagement Manager role for the Restoration and Renewal Programme and the Northern Estate Programme are:

- To build and maintain relationships with a wide range of stakeholders, for this role it will be Members' staff, within the House of Commons and House of Lords administrations, acting as a primary point of contact into the programmes for a given stakeholder group and/or business area.
- To build and maintain relationships with the R&R and NEP design and delivery teams, provide advice and constructive challenge and act as the conduit for the development and agreement of briefs relating to the NEP and R&R programmes, both in decant and in end state.
- In this capacity the post-holder will:
 - With the design delivery teams, understand how Members' staff requirements will be understood and engaged upon.
 - Work in partnership with external design teams to ensure they have access to the stakeholders required to do this
 - Validate that design briefs developed by design teams are in line with stated stakeholder requirements and, where required, work with stakeholders to develop design briefs on specific specialist parts of the organisation.

Key stakeholder relationships

Internal

The post holder's duties will require extensive partnering and liaison with internal stakeholders, particularly staff of MPs and Peers, across the organisation in order to gather requirements and undertake studies.

This role also needs to link in with work on the other projects and programmes across the Estate. In addition the role needs to link into the wider estate strategy and large 'business as usual' projects. As such, the post holder will provide an integral link between the Restoration and Renewal team and day-to-day project and operational teams.

The post holder will also represent the Member Engagement Lead.

External

Working with stakeholders within the Administration of both Houses, external consultants, contractors, design teams and architecture teams.

These will include:

- R&R and NEP programme teams
- The Property and Workspace Team in Strategic Estates on workspace and property solutions that result from requirements identified
- House of Lords Property and Office Services on engagement with House of Lords stakeholders
- Change Management function within the R&R and NEP programmes.

- Design management functions in the programmes; later stakeholder interface function within the programme delivery organisation.

Working with other external organisations including Government bodies and local authorities and external accommodation agents may be required.

Management responsibility

No line management responsibility at this point

Location

This post will be located on the Parliamentary Estate, Westminster, London.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not eligible for vetting.

Please visit: <https://www.parliament.uk/documents/PSD-Security-Vetting-booklet.pdf> for further information.

Hours

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

The exact daily times of attendance will be agreed with line management.

For further information:

Candidates should refer to the House of Commons careers website www.careers-houseofcommons.org or contact Recruitment@parliament.uk or 020 7219 6011.

Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend a competency based interview.

Key responsibilities

Working with stakeholders

- Acts as the first point of contact for all internal and external stakeholders, with a particular focus on staff of MPs and Peers.
- Liaises and communicate with all stakeholders throughout the life time of the project, pro-actively anticipating and planning to meet stakeholders' needs.
- Applies an awareness of political and organisational sensitivities when proposing or advising on approaches and options.
- Becomes a subject matter expert in assigned areas, but remain flexible to work across all areas as priorities peak and trough.
- Actively seeks stakeholders' feedback and contributes to improving stakeholder engagement across the programmes.
- Identifies potential change management challenges for stakeholders and works collaboratively with the change management function in the R&R and NEP programmes to resolve them.

Working with suppliers and commercial partners

- Briefs external consultants to enable design task delivery.
- Ensures on behalf of the client the effective management and delivery of the tasks that feed into programme decisions and deliverables, making sure a clear approach is in place for each element of the task.
- Ensures that stakeholders' requirements, particularly those of Members' staff, are clearly understood and captured and that an audit trail of stakeholder engagement exists.
- From time to time, manages discrete studies or information gathering projects.

Analysis and decision making

- Ensures adequate constructive challenge is undergone to find optimal outcomes in lines with the strategies of the programmes and the two Houses.
- As required contributes information to business case(s) to the required standards and in accordance with the agreed guidance.

Working in a programme team

- Reports into the programme on progress, risks and issues from own area of work.
- Inputs to reports to Boards and Committees of either House as required.
- Acts as a point of interface between business stakeholders and a range of professional disciplines in the programmes (see key external relationships)
- Acts as representative for the team and an advocate for the programmes.

The remit, scope and responsibilities of the post may expand in the future as the requirements of the Programme become clearer, with full consultation with the successful candidate. As a result the opportunities for this role to develop further are substantial.

Qualifications:

The following qualifications are required for this role:

Desirable

- Programme or project management qualification

SKILLS AND EXPERIENCE	APPLICATION FORM	TEST / EXERCISE	INTERVIEW
CRITERIA 1 - Working with stakeholders <ul style="list-style-type: none"> Proven ability to build and maintain collaborative relationships with stakeholders. Experience of responding to stakeholders' needs diplomatically whilst managing expectations and of managing multiple / conflicting priorities. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 2 - Working with suppliers and commercial partners <ul style="list-style-type: none"> Proven ability to work with consultants and suppliers to ensure that tasks are clearly scoped and delivered to expectations of time, value-for-money and quality. Demonstrable understanding of the differing needs of a range of professional groups ability to appreciate and absorb expertise from a wide range of disciplines 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 3 - Communication <ul style="list-style-type: none"> Excellent written and oral communication skills including the ability to facilitate group meetings, deliver presentations. Experience of producing reports for boards or groups, including under time pressure. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 4 - Analysing & Decision Making Relevant experience of gathering, researching and analysing information from a range of sources to form appropriate options, recommendations or conclusions.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 5 - Working in a programme and project environment <ul style="list-style-type: none"> Demonstrable knowledge of delivering programmes and projects in a complex and political environment, including planning, reporting progress and identifying risks. Proven ability to manage uncertainty and ambiguity, to be resilient under pressure and to pre-empt and seek solutions to problems. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Desirable CRITERIA 6 - Parliamentary context Demonstrable understanding of Parliament and the Parliamentary Estate, which may be in the form of a broad working knowledge of Parliament's business functions or deep knowledge of a specific functional area.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Desirable CRITERIA 7 - Estates projects Relevant experience of a related field, such as accommodation strategies, construction projects or working with design teams.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>