Supporting a thriving parliamentary democracy

<table>
<thead>
<tr>
<th>Campaign type:</th>
<th>Internal</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Deputy Head of Education and Engagement</td>
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<tr>
<td>Pay band:</td>
<td>A2</td>
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<tr>
<td>Pay range:</td>
<td>£50,870 - £62,643 per annum (Appointment will normally be made at the minimum of the pay range)</td>
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<td>Team:</td>
<td>Participation</td>
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<tr>
<td>Reports to:</td>
<td>Head of Education and Engagement</td>
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<tr>
<td>Hours:</td>
<td>Full time, 36 hours per week</td>
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<tr>
<td>Contract type/duration:</td>
<td>Permanent</td>
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The UK Parliament

The UK Parliament works at the heart of the UK democratic process, playing the leading role in checking and challenging Government, making and shaping laws, and debating and agreeing UK citizens’ rights, responsibilities and freedoms.

Parliament has two Houses that bring local voices and expert opinion together; the House of Commons and the House of Lords. Much of the work of Parliament takes place at the Palace of Westminster, a World Heritage site. 2,000 people work impartially behind the scenes to support the democratic process; from facilitating Chamber and committee business to estates management, security, catering, communications, digital services, public engagement and more.

The UK Parliament is committed to equality and diversity. Our aim is to build a diverse, dedicated and high-performing workforce to keep Parliament running smoothly and to support a thriving parliamentary democracy.
Team information
The Participation Team works to open up Parliament, to give the public a voice and to shape Parliament in the interests of the public. We reach out to communities and audiences across the UK, promoting an understanding of the role and relevance of both Houses, inspiring people to get involved and empowering people to have a voice. We also look after and develop Parliament’s nationally and internationally significant heritage collections with a mission to increase public and parliamentary access to, and engagement with, these collections through the provision of outstanding care, management, conservation and interpretation.

Our well-established public engagement activities continue to expand. Over 2 million people participate in outreach and engagement activities across the UK through workshops, events and the annual UK Parliament Week. A further 500,000 directly engage in activities at Parliament, including through tours of the Palace of Westminster and school workshops in our world-class Education Centre.

Job introduction
The Deputy Head of Education and Engagement is responsible for overseeing the day to day operations of the Education and Engagement team including the operational management of the annual budget. The postholder will work collaboratively with colleagues across Participation and the wider House and deputise for the Head of Education and Engagement as required.

Key stakeholder relationships
- Head of Education and Engagement
- Participation Management Board
- Senior managers across both Houses
- Education and Engagement colleagues

Management responsibility
Yes

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

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 in the Senior Commons Structure are 36 per week plus such additional hours as the service of the House may require. This excludes daily meal breaks of one hour. Exact times of attendance each day are to be agreed with line management.

For further information
Candidates should refer to the House of Commons careers website www.parliament.uk/about/working/jobs/or contact recruitment@parliament.uk or 020 7219 6011.

Application and selection process
This role is open to internal applicants. 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

- Deputise for the Head of Education and Engagement across a range of internal and external functions and forums.
- Oversee the day to day operations of the Education and Engagement team, acting as the first point of contact for the other Education and Engagement managers taking the initiative and proactively resolving issues.
- Operational management of the £4million annual budget; assisting the Head of Education and Engagement with annual forecasting and business planning processes; taking responsibility for active budget management throughout the year, including monthly re-forecasting exercises and introducing and embedding new reporting and forecasting procedures.
- Lead on the planning and delivery of cross-Participation strategic projects within E&E in support of the objectives of both Houses. Current projects include the UK-wide engagement programme and development of a longer-term approach to digital engagement, CRM development, and implementation of the data delivery plan.
- Support managers across E&E on the operational planning for new projects and current work streams. This will include:
  a. Ensuring all projects support the strategic vision
  b. Liaising with team managers, leading on the detailed costing of each new project and devising appropriate value for money, reach and impact measures.
  c. Responsibility for engaging with key stakeholders within the wider Participation team and across both Houses, ensuring they are involved in the planning of all activities where relevant.
- Build productive relationships with Participation’s Visitor Experience, Education and Engagement, and Communications and Audiences teams and proactively seek opportunities for cross-team collaboration.
- Lead on the development and implementation of relevant and meaningful measures of impact for Education and engagement activity. Review outputs against agreed targets, support managers to reach KPIs and help with planned interventions to ensure targets are met.
- Contribute to the senior management of the Education and Engagement Service, the Participation Team and the House(s), attending boards and at meetings as required, contributing positively to strategic work across Participation.
- Lead on special projects on an ad hoc basis.
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<th>Skills and experience</th>
<th>Application form</th>
<th>Interview</th>
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**Criterion 1 – Leadership**  
Experience of leading and managing a high performing team with the ability to motivate and lead others and make clear, timely and well-evidenced decisions. Proven ability to take the initiative, bring forward new ideas and come up with innovative solutions to problems, taking into account business context and constraints.  

**Criterion 2 – Analytical skills**  
Strong analytical skills to meaningfully analyse and interpret relevant data and other information to inform decision-making and monitor progress; the ability to proactively manage budgets and undertake financial analysis, reporting and forecasting procedures.  

**Criterion 3 – Stakeholder Engagement**  
Excellent interpersonal skills with the ability to develop strong, positive relationships and build credibility quickly; experience of successfully working with a range of internal and external stakeholders at all levels.  

**Criterion 4 – Strategic planning**  
An understanding of how strategic objectives can be translated into operational delivery with the ability to lead on the short- and long-term business planning cycle for Education and Engagement.  

**Criterion 5 – Communication**  
Excellent written and verbal communication skills with the ability to present complex information clearly and effectively in appropriate styles at all levels.  

**Criterion 6 – Change Management**  
Strong change management skills to implement and embed new systems and processes; experience of leading system/process change within a high-performing, high-pressured environment.  

**Criterion 7 – Diversity and inclusion**  
The ability to work constructively and supportively within a busy, deadline-focused team, at all times promoting a culture of diversity and inclusion.