**Manchester City Council Role Profile**

**Inclusion and Engagement Manager, Grade 10**

**Inclusion and Engagement Team, Public Health**

**Reports to: Integrated Head of Inclusion and Engagement**

**Job Family: Corporate Organisational Support Key Role Descriptors**

This role is based within a support service in Manchester City Council which provides specialist support to Heads of Service and the wider organisation.

Working within a Centre of Excellence, the role holder will ensure the provision of high- quality support to enable the delivery of service and organisational objectives, delivering, managing or commissioning specific projects as required.

As a subject matter specialist, the role holder will oversee the collaborative design, development and implementation of strategies and frameworks which enable the operation of effective services and support their contribution to the achievement of strategic and operational objectives.

The role holder will manage key relationships, acting as a commissioner for the delivery of support and services, and working in partnership across the organisation to deliver effective and efficient support to policy and decision making.

The role holder will be directly accountable for the delivery of packages of work which are likely to be complex and sensitive.

**Key Role Accountabilities:**

Through close working relationships with stakeholders, support the development of effective business processes, policies and strategies by taking a lead for their area of work.

Work collaboratively across the Council to provide specialist advice, information, support and challenge to client services which supports and promotes their priorities as well as safeguarding the organisation and progresses corporate objectives.

Provide specialist advice and guidance to colleagues across the organisation, accounting for factors and elements beyond their direct control and area of specialism to support a whole council approach to decision making.

Drive the effective delivery of work packages to ensure service objectives are achieved, to support the effective decision making processes of the Council and to enable it to meet its legal obligations and strategic objectives.

Ensure that the organisational direction of travel and agreed policies / procedures are embedded within work delivered across the assigned service area, including consideration of Public Service Reform principles.

Use robust and effective analysis of information to inform strategic objectives in relation to the assigned service area, ensuring that advice to client services is in line with current legislation and organisational direction.

Play a key role in the review and development of organisational strategies, ensuring that key performance indicators are met. Provide effective operational and strategic support to the authority’s corporate approach to external regulatory / inspection and internal governance processes.

Effectively commission work packages both within their service area and from other service areas / organisations in order to provide a holistic approach to advice and ensure that all factors are accounted for in the decision making processes of the organisation.

Manage assigned resources effectively including the matrix management of staff as required. The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Demonstrate personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued.**

**Role Portfolio:**

Manchester City Council has a long-standing commitment to equality and diversity, ensuring that services, facilities, and opportunities are fair and inclusive for all. This role is based within Manchester City Council’s Inclusion and Engagement Team and will operate within an evolving Centre of Excellence.

The role focuses on providing advice, guidance, and support on equality, equity, and human rights to Manchester City Council (MCC). The goal is to foster a culture of inclusion and drive systemic change at all levels.

Reporting to the Integrated Head of Involvement and Engagement, the role involves developing, supporting, and monitoring policies, procedures, and frameworks whilst also ensuring organisational compliance.

Collaboration with internal services and external partners is essential, with a focus on advancing MCC’s Equality Objectives for 2024-2028. These objectives prioritise promoting inclusive employment, enhancing community involvement and engagement, and delivering accessible services.

Equity, Inclusion and Engagement is central to delivery of the organisation’s strategies, working closely with public health and supported by core functions including HRODT, knowledge and intelligence, contracts, project management and business support.

**Overall Purpose of the Role**

The post holder will manage transformational programs focused on equity, community engagement, and service redesign, driving strategic change in the inclusion agenda. They will support MCC in meeting its Equality Objectives and statutory duties under the Equality Act 2010 and Public Sector Equality Duty.

As a subject matter expert, the role holder will provide advice and guidance across the organisation, ensuring alignment with legislation and organisational goals. They will manage activities and events with strong project management skills, leading a team with compassion, support, and empathy.

The role includes fostering effective working relationships with internal partners through a business partnering approach. The post holder will work on complex issues within a dynamic regional and local landscape, ensuring that equity, inclusion, and engagement are central to the city’s strategies.

The role holder will collaborate with Directorate Equality leads, Equality Champions, VCSE organisations, and key stakeholders to promote inclusion and engagement across MCC supporting the development and monitoring of policies and procedures that embed and promote equality and human rights.

**Inclusion & Engagement Manager – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication:** Speaks fluently and writes articulately, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.

Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.

* **Analytical Skills:** Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments. proactively think through problems rather than reactively following a procedure-driven approach
* **Planning and Organising:** Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards

Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines. Ability to turn strategic ideas and objectives into practical, well organised plans.

* **Project Management:** Proven ability in developing complex project schedules that clearly defines the timeline required to achieve the required outcomes, with expertise in identifying and monitoring complicated interdependencies, identifying and managing the critical path and utilising the schedule in budget forecasting and planning future resource requirements.

Proven skills in managing stakeholder requests and expectations to change the duration or scope of the project with a thorough understanding of the critical importance of change control and how it is implemented.

* **Creative Skills:** Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches
* **Strategic Thinking:** Thinks and acts cross-functionally and cross-organisationally, beyond one’s own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals.
* **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

Ability to exert positive influence over the performance of others, promoting others’ self-esteem, inspiring trust and fostering confidence in others’ ability to achieve high standards, thereby enhancing a performance orientated culture which supports the delivery of high quality services to the community.

* **Policy Skills:** Builds collaborative and trusting relationships with decision makers.

**Technical requirements (Role Specific)**

* A strong level of knowledge and a clear understanding of relevant equality, diversity and inclusion legislation and policy, as well as issues and trends relevant to equalities in local government and the communities of Manchester.
* An understanding of the national policy context for local government and local drivers impacting on organisational strategy.
* An ability to turn complex strategic concepts, theory and legislation into practical action.