



Participation Officer Candidate Pack

Zacchaeus 2000 Trust



Job Description

Responsible to: Director of Policy & Campaigns

Hours of Work: 35 hours a week

Salary: £29,577

Holidays: 28 days plus bank holidays

Location: Victoria (+ remote working as necessary)

Pension: Up to 5% matched employer contribution

About the role

This is a new Participation Officer role which will take forward Z2K's ambition of deepening the involvement of people with lived experience of poverty in our work. The insights of experts by experience drive and shape our work; we seek to work with people with lived experience to increase their influence over decisions that affect their lives and ensure their voices and experiences are listened to and acted on.

The post holder will lead our work to involve experts by experience in our policy development, influencing and campaigns. In addition, you will support our work across the organisation to support the meaningful engagement of experts by experience across other activities including governance and service design.

This will include supporting and further developing our experts by experience network. The post holder will work with individuals affected by poverty, in particular social security and housing issues, to influence policy solutions and take action. The post holder will work with members to identify and prioritise the policy changes that they wish to focus on as well as campaigns and influencing activities. This will include the practical support needed to ensure that expert by experience groups and individuals meet regularly and that all members are able to actively contribute to the development of the group. Support will also include working with the members to overcome practical barriers and build their capacity to campaign and engage with decision makers.

In delivering this work, the Participation Officer will work as part of Z2K's policy and campaigns team and alongside the wider staff team.

About You

We are looking for a committed and proactive individual with demonstrable knowledge & experience of co-production and participatory approaches and who is passionate about tackling poverty. You will have experience of working with people from diverse backgrounds who have lived experience of poverty and inequality, including black and minoritised communities, people with disabilities, mental or physical health conditions. You will have knowledge and experience of participatory approaches and facilitating co-production. You will demonstrate excellent communication and interpersonal skills, have a commitment to

working in partnership with communities, and a passion for helping people to overcome homelessness and poverty. You will have experience of facilitating group meetings, have an aptitude for helping people feel safe and supported in one to one and group discussion and also can demonstrate ability to simplify complex information and communicate the essence of views and recommendations. From time to time you may be asked to work outside of usual working hours.

Z2K is an equal opportunity employer. People with lived experience of poverty, from Black, Asian and minority ethnic backgrounds, LGBTQIA+ individuals and people with disabilities are strongly encouraged to apply. We welcome evidence of experience from both work and non-work settings such as volunteering and personal life.

We encourage all applicants to complete the Equalities Monitoring form in the [How To Apply](#) section of this pack. We rely on your voluntary participation to enable us to monitor the impact of our equal opportunities policy.

Main Duties and Responsibilities

1. Participation & Engagement

- 1.1. Develop a participation strategy and plans to further develop Z2K's approach to meaningfully involve experts by experience in our work.
- 1.2. Develop an approach for maintaining and recruiting a core network of experts by experience; support both a core group and the Z2K board and staff team in developing a productive working relationship.
- 1.3. Act as the network's main point of contact, building up trust to support and empower their engagement in Z2K's work. Build and maintain relationships with individual members, ensure members are effectively supported to contribute to the development and direction of the group and our work.
- 1.4. Plan and deliver regular participation sessions using a range of face-to-face, digital, and blended methods of engagement.
- 1.5. Develop and implement internal policies for how experts by experience should be compensated for their time, and how expenses should be paid.
- 1.6. Support Z2K to communicate effectively with experts by experience, including making reports more accessible.
- 1.7. Train and develop experts by experience to enable participation, supporting them to produce outputs and conduct media engagement where necessary.

2. Partnerships and Communications

- 2.1. Develop and maintain strong relationships with colleagues, partners, experts by experience and all related stakeholders to ensure there is a clear and concise understanding and coordination of key elements of the participation strategy and related projects as required.

- 2.2. To represent Z2K at forums and events as needed; write regular articles, blogs, and updates for internal and external publications and contribute to content for Z2K’s website and social media channels.

3. Learning and Professional Development

- 3.1. Ensure through training, reading and other methods that you keep up to date with participatory processes and innovative practices and with the relevant policy, legislation and current issues relating to our client group, poverty, social security & housing.
- 3.2. Identify learning and development needs in conjunction with your line manager; display willingness to develop knowledge, skills and undertake appropriate training in line with learning and development plans.
- 3.3. Attend and contribute to support and supervision and appraisal meetings with line manager to further own development.

4. Commitment to Policies

- 4.1. Have due regard for the aims and principles of Z2K, comply with all policies and procedures and work within professional boundaries maintaining safety, and appropriate confidentiality at all times.

5. Other

- 5.1. Support evaluation and monitoring of work, reporting to funders.
- 5.2. Develop and maintain good working relationships with colleagues, sharing information and making a positive contribution; participate in team meetings.
- 5.3. Willingness to take a flexible and adaptable approach, including working outside of normal office hours on occasion when required. The staff TOIL policy will apply.
- 5.4. Willingness to work at the Z2K office, remotely and at outreach venues as required.
- 5.5. Undertake other duties as may be required.

Person Specification

Qualifications	Essential	Desirable
Recognised qualification in a relevant discipline e.g. community development.		✓
Knowledge and Experience	Essential	Desirable
Experience of designing participatory, deliberative, co-production approaches to meaningfully involve and empower experts by experience.	✓	
Experience of delivering a range of participation methods and creative facilitation techniques, focus groups, workshops, interviews including digital and blended engagement.	✓	

Experience of involving experts by experience in policy and campaigns, governance, or service design.		✓
Experience of building and managing relationships with a varied stakeholder landscape.	✓	
Experience working with cross-functional teams.		✓
Experience of working with people from diverse backgrounds and providing person-centred and safe spaces for people with lived experience of poverty and inequality.	✓	
Understanding of current poverty related social policy issues and the barriers to participation faced by people with lived experience.	✓	
Experience of monitoring, evaluation and stakeholder reporting		✓
Skills and Abilities		
Excellent interpersonal skills with the ability to relate to a wide cross-section of people, including building rapport and trust with people with experience of poverty	✓	
Excellent verbal and written communication skills and the ability to communicate complex information to a wide variety of audiences in an accessible way.	✓	
Excellent organisational and time management skills; ability to prioritise, manage workload and resources effectively to meet deadlines.	✓	
Ability to work as part of a team sharing information, encouraging collaboration and feedback, challenge sensitively and give and receive constructive feedback.	✓	
Highly proficient in the use of IT software packages including Microsoft packages, video communication and social media applications.	✓	
Values		
A commitment to working in and contributing to the ethos of an anti-poverty charity.	✓	

A demonstrable commitment to inclusive working, ensuring equality and valuing diversity and ability to incorporate this in all of your work.	✓	
A commitment to continuous professional development, including a willingness to develop knowledge and skills.	✓	

About Zacchaeus 2000 Trust (Z2K)

Z2K’s vision is that no individual in the UK should be living in poverty. We believe that adequate income and secure housing are key to creating a more equal society where everyone has the chance to lead a stable and dignified life. We work with people in London to solve their social welfare legal issues, with a focus on social security and housing matters, and we use the evidence from our casework to campaign to change policy and practice that drives injustice. Embedded at the heart of Z2K is our client-centred approach and our work to ensure the voices and views of people with lived experience are heard by decision-makers.

We work with a diverse range of people across London who are eligible for Social Security benefits and prioritise those who are most vulnerable. A large proportion of our clients are from black and minoritised communities and/or have a disability, mental or physical health condition. We take a holistic approach to casework, working with clients to resolve their social security and housing issues, provide wraparound support, and facilitate access to other services. Our award-winning Pro-Bono project handles social security benefit appeals to the First Tier Tribunal in relation to Employment and Support Allowance (ESA), Universal Credit (UC) and Personal Independence Payment (PIP) decisions as well as form filling support for benefit applications and reviews for our most vulnerable clients. Our Pro-Bono Project is supported by volunteers from corporate law firms and University law students. We work closely with other independent advice services and law centres as well as legal aid lawyers and a range of law firms. In 2020, we supported 967 people with 1,603 cases.

For further information about Z2K, please [visit our website](#).

Our Team

Our team of seventeen committed and dynamic staff members work across Operations, Advice and Casework Services, and Policy and Campaigns. The Chief Executive is supported by an Office Manager and Operations Officer in the day to day running of the organisation. Our Fundraising Manager supports the Chief Executive and Directors to secure the income required to deliver our vital work. The Director of Policy and Campaigns leads a team of two Policy & Campaigns Officers and the new Participation Officer role. The Advice and Casework team, led by the Director of Advice Services, currently comprises Casework Manager, Tribunals Project Co-ordinator, four Caseworkers, and a Casework Assistant. We are also

supported by a wide range of dedicated and enthusiastic volunteers who work across our projects and services.

Employee Benefits

We offer a range of employee benefits including generous annual leave entitlement, a matched pension contribution up to 5% of salary, life insurance and income protection for all employees, an employee assistance programme providing a range of services and support, and training and development opportunities to continue your professional development. As an inclusive employer, we consider flexible working arrangements in line with organisational requirements.

How to Apply

To apply, please complete our online [application form](#). The completed form is the only information we will use in consideration of your application, so please ensure that you complete it fully, with particular attention to your personal statement detailing how you meet the required specifications for the role.

If you have any particular support needs in relation to the application or recruitment process, please email recruitment@z2k.org or contact Tanya Sutton on 020 7259 0801 (press option 1 & ext. 211) to discuss how we can support you.

Anonymised monitoring during the job application process enables us to see what is happening in practice, to assess the impact of our equal opportunities policy and its implementation, to set any targets for improvements, and to measure progress. We rely on your voluntary participation to enable us to do this, and to make the exercise successful. Participation is anonymous and you can select 'Prefer not to say' in response to any of the questions.

[Please complete our Equalities Monitoring Form](#)

Closing Date: Midnight 5th December 2021

Interview & Assessment date: Week Commencing 13th December 2021

Any queries related to this job application process can be directed to recruitment@z2k.org and we will respond within one working day.

As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), The Zacchaeus 2000 Trust (Z2K)

complies fully with the code of practice and undertakes to treat all applicants for positions fairly.