

Welcome

Thank you for your interest in the role of Engagement Officer for Family Voice Surrey (FVS). We are a Charitable Incorporated Organisation run by parent carers for parent carers of children and young people with Special Educational Needs and Disabilities.

Our vision is for a society that:

- allows families whose children have additional needs to be heard.
- allows ALL children to thrive and are supported to achieve their dreams.
- celebrates difference and diversity.
- breaks down the barriers faced by children and young people with special educational needs and disabilities.

Family Voice Surrey aims to bring about positive change for children and young people with additional needs and their families, by:

- Giving families a strong collective voice,
- Being a professional, parent carer led organisation.
- Ensuring parent carers are valued as equal partners within the local authority
- Supporting parent carers to understand their rights and choices.



About Us



We are Surrey's official parent carer forum, part of the National Network of Parent Carer Forums, established as part of the 'Aiming High for Disabled Children' initiative in 2011. We are an established Charitable Incorporated Organisation.

Family Voice Surrey (FVS) is the official parent carer forum for families of children and young people (aged 0–25) with special educational needs and disabilities (SEND) in Surrey. We work in partnership with health, education, social care, and other stakeholders to shape and improve services through co-production and active parent carer involvement.

We are a parent carer forum



We champion your
needs and rights



We are passionate
about improving
outcomes for your
children



We are experts by
experience because
we are parent carers



We work together
with the local
authority to represent
your experience



We have a say in how
local services work do
that they improve the
lives of Surrey families



Job Title: Engagement Officer

Location: Hybrid role involving regular travel to events and approximately 2/3 office days per month.

Hours: 10 hours per week term time only

Salary: £28,860 PA FTE pro rata

Travel Required: As required – expenses paid

Role Purpose

The Engagement Officer plays a pivotal role in capturing, representing, and amplifying the collective voice of parent carers across Surrey. This role is focused on building trusted relationships with families, creating accessible and inclusive opportunities for engagement, and ensuring that feedback shared with decision-makers reflects common themes, trends, and priorities rather than individual experiences.

Working collaboratively with parent carers and colleagues, the Engagement Officer supports transparent, two-way communication that enables families to understand how their views are heard, considered, and used to inform decision-making and service development.

Key Responsibilities

Parent Carer Engagement and Listening

- Provide a neutral, supportive listening ear, enabling parent carers to share honest feedback about services and support.
- Gather parent carer voice through a range of engagement activities, including events, conversations, surveys, networks, and community outreach.
- Engage with parent carers in ways that are flexible, accessible, and responsive to the realities of family life.
- Build trusting and positive relationships with parent carers from a wide range of backgrounds and communities.

Representation and Co-production

- Ensure that feedback shared reflects collective insight, themes, and patterns rather than individual views.
- Communicate key themes, priorities, and emerging trends clearly and accurately.
- Support co-production by bringing lived experience into strategic discussions in a constructive and collaborative manner.

- On occasions you may be required to attend meetings with local authorities, health services, education providers, and voluntary sector organisations to represent parent carer voice at a strategic level.

Communication and Feedback

- Share outcomes, learning, and key messages from meetings with parent carers in a timely and accessible way.
- Support transparent, two-way communication between families and colleagues.
- Work collaboratively with Family Voice Surrey colleagues to ensure that engagement insight informs wider forum activity.

Person Specification

Essential

- Experience of working with parent carers or lived experience as a parent carer of a child or young person with SEND, or a strong understanding of SEND-related issues.
- Ability to build trust and develop positive relationships with a wide range of people.
- Excellent listening and communication skills, with the ability to represent collective views clearly and confidently.
- Commitment to inclusion, equality, and the representation of diverse communities.
- Ability to work independently, manage time effectively, and organise workload efficiently.
- Competent IT skills, including the use of email, online meeting platforms, and social media.

Desirable

- Experience of engagement, participation, or community outreach work.
- Understanding of co-production and parent participation principles.
- Experience of working with voluntary or community sector organisations.
- Knowledge of local SEND systems, services, or statutory frameworks.
- Experience of facilitating groups, events, or discussions.

What We Offer

- Full training and ongoing support
- Opportunities to develop skills in research, facilitation, and report writing
- Experience of co-produced project work



- A supportive and inclusive team environment
- The chance to make a real difference to autistic children and young people

Equal Opportunities Statement

We are committed to equality, diversity, and inclusion.

We actively encourage applications from autistic people, people with disabilities, people from all ethnic backgrounds, LGBTQ+ communities, and those with lived experience of autism.

We will make reasonable adjustments throughout recruitment and employment.

Selection will be based on skills, values, and suitability for the role.

Accessibility Statement

We aim to make this role and recruitment process as accessible as possible.

This includes:

- Offering information in alternative formats
- Allowing extra time for applications or interviews
- Providing questions in advance
- Offering remote or in-person interview options
- Making reasonable workplace adjustments

Please let us know what support would help you.

How to Apply

Application via Family Voice Surrey's application form (available by email or on our website). CV's will not be accepted.

Please send applications F.A.O Ruth Hobbs at Contact@familyvoicesurrey.org

Work with us to improve the future of children with disabilities or additional needs. We can't achieve this without your support.

Join us and add your voice to ours. Together, we're stronger.



Family Voice Surrey
Conniers Way
Astolat
Guildford
GU4 7HL

Charity number: 1175460

Tel: 01372 705708

Email: contact@familyvoicesurrey.org

Website: www.familyvoicesurrey.org



www.facebook.com/familyvoicesurrey



@FVSurrey