



Job Description

Job Title:	Lived Experience and Co-production Lead – Changing Futures
Directorate/Team:	Employment Health Skills and Communities
Location:	16 Summer Lane or other site/location
Responsible to:	Strategic Lead – Changing Futures
Responsible for:	No direct reports
Key working relationships: (internal)	• Strategic Lead – Changing Futures • Systems Change Lead • Data, Insight and Information Governance Lead • Place Based Budgets Team • Public Service Innovation Team • Inclusive Communities Team • Communications and Engagement Teams • Research and Evaluation colleagues
Key working relationships: (external)	• Birmingham, Sandwell and Wolverhampton Changing Futures Partnerships • Regional Improvement Partners (Coventry, Dudley, Solihull and Walsall) • People with lived experience of multiple disadvantage • VCSE organisations and lived experience networks • NHS providers and ICS/ICB partners • Police, Probation and Criminal Justice Partners • MHCLG and national Changing Futures networks • National learning and support partners

Purpose of the Post

To lead the lived experience and co-production function of the West Midlands Changing Futures Programme, strengthening the influence of lived experience within regional learning, governance and system improvement activity.

To support partners across Birmingham, Sandwell, Wolverhampton and Regional Improvement Partner authorities to strengthen participation and co-production practice, share learning and build capability.

To ensure that insight from people with lived experience informs regional priorities, continuous improvement activity and wider public service reform whilst avoiding duplication of local delivery arrangements.

The postholder will act as the regional subject matter expert on lived experience and co-production, providing strategic advice, guidance and challenge to partners across local government, health, housing, criminal justice and the voluntary and community sector to support system change and public service reform.

Accountabilities

- Lead the development and implementation of the regional lived experience and co-production function within the Changing Futures Programme.
- Ensure lived experience insight meaningfully informs regional governance, learning, improvement priorities and system change activity.
- Support the development of high-quality, trauma-informed and inclusive participation practice across the region.
- Identify, synthesise and communicate common themes emerging from lived experience activity across local partnerships, informing regional priorities and decision-making.
- Promote shared learning and best practice in co-production, strengthening organisational capability and confidence across partner organisations.
- Ensure learning generated through the programme influences wider public service innovation activity including Place Based Budgets, prevention initiatives and system innovation programmes.

Responsibilities

Strategic

- Lead implementation of the regional lived experience and co-production approach for the Changing Futures Programme.
- Act as WMCA's strategic lead for lived experience and co-production practice within Changing Futures.
- Provide expert advice and guidance to senior leaders, programme boards and partner organisations on the application of co-production, participation, trauma-informed practice and lived experience approaches.
- Interpret and apply national policy, statutory guidance, programme requirements and recognised good practice to support implementation across diverse organisational and local contexts.
- Develop, adapt and promote frameworks, tools and guidance that support consistent and high-quality lived experience involvement across the region.
- Provide professional challenge and influence strategic decision-making to ensure lived experience evidence is embedded within policy development, service design, commissioning and system reform.
- Champion the principle that lived experience should inform governance, learning, improvement and system reform activity across the programme.
- Promote a culture where lived experience is valued as a source of expertise alongside operational, professional and data insight.
- Support the development of regional learning and improvement priorities through lived experience evidence and emerging themes.
- Strengthen connections between Changing Futures, Place Based Budgets and wider public service reform activity to increase the influence of lived experience on systems change.
- Keep abreast of emerging practice, evidence and innovation relating to co-production, participation and systems change.

People

- Build and maintain trusted relationships with people with lived experience, local lived experience leads, VCSE organisations and statutory partners.
- Act as a trusted advisor and critical friend to partners seeking to strengthen co-production and participation approaches.
- Facilitate regional communities of practice, peer learning activity and opportunities for shared reflection.
- Create the conditions for safe, inclusive and psychologically informed participation across regional programme activity.
- Support partners to strengthen capability, confidence and consistency in the application of co-production principles.
- Promote participation approaches that reach diverse communities and groups whose experiences may otherwise be underrepresented.
- Work collaboratively with programme colleagues to ensure lived experience informs governance, strategy, learning and improvement activity.
- Represent WMCA within regional and national co-production and lived experience networks.

Operational

- Establish and coordinate the Regional Lived Experience Network.
- Develop mechanisms for identifying, analysing and communicating common themes emerging across participating local authorities.
- Produce insight reports, recommendations and learning products that support decision-making and system improvement.
- Ensure lived experience evidence informs programme reporting, learning reviews and governance discussions.
- Support implementation of the programme's "You Said, We Did, We Learned" approach.
- Coordinate regional engagement, learning and co-production events where appropriate.
- Support System Maturity Framework reviews by ensuring lived experience evidence contributes to reflection and improvement activity.
- Develop systems for capturing, synthesising and sharing learning from across the programme.
- Maintain oversight of participation activity and identify opportunities to strengthen influence and impact.

Financial

- Manage budgets allocated to regional lived experience and participation activity.
- Ensure appropriate reimbursement and recognition arrangements are in place for people contributing lived experience expertise.
- Support commissioning and procurement activity relating to participation and co-production initiatives where required.
- Monitor expenditure and maintain accurate financial records and forecasts.
- Ensure resources are used effectively and provide value for money.

Other

- Undertake such duties commensurate with the level and nature of the post.
- Occasionally work outside normal office hours to support engagement activity, events and partnership meetings.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A	I	T
Significant experience of designing, leading and embedding co-production, participation or lived experience approaches within complex multi-agency or public service environments.	X		X	X	
Experience of working alongside people experiencing multiple disadvantage or facing significant barriers and inequalities.	X		X	x	
Substantial experience of providing specialist advice and guidance to senior leaders, boards, partnerships or organisations on co-production, lived experience and participation practice.	X		x	x	
Experience of interpreting and applying policy, guidance, regulatory requirements or recognised frameworks to support service improvement, transformation or systems change.	X		X	X	
Experience of facilitating workshops, learning events or collaborative improvement activity involving multiple stakeholders.	X		X	X	
Experience of analysing qualitative insight and identifying themes, patterns and recommendations.	x		x	x	
Experience of working at a regional, system or strategic level across multiple organisations.		x	x		
Experience of supporting organisational culture change or systems change activity.		x	x		
Experience of developing communities of practice, peer learning networks or regional partnerships.		x	x		
Experience of working within local government, combined authorities, NHS organisations, criminal justice agencies or the VCSE sector.		x	x		
Experience of supporting governance structures such as boards, advisory groups or strategic partnerships.		x	x		
Skills / Knowledge	E	D	A	I	T
Substantial specialist knowledge of co-production theory, principles and practice, gained through significant professional experience, study and/or continuing professional development.	X		X	X	
Strong understanding of trauma-informed and psychologically informed approaches.	X		X	x	

Strong working knowledge of public service systems, including local government, health, housing, criminal justice and the voluntary and community sector, and how these interact to support people experiencing multiple disadvantage.	X		X	x	
Specialist knowledge of approaches to lived experience leadership, participation, engagement and community empowerment within public services.	X		X	x	
Excellent facilitation and relationship-building skills.	X		X	x	
Strong communication skills, including the ability to present complex information clearly.	X		X	x	
Knowledge of relevant legislation, statutory guidance and ethical considerations relating to participation, safeguarding, equality, inclusion, information governance and reimbursement of lived experience contributors.	X		X	x	
Ability to work across organisational boundaries and influence without direct authority.	X		X	X	
Ability to balance strategic thinking with practical delivery.	x		x	x	
Ability to analyse information from multiple sources and identify themes and patterns	x		x	x	
Substantial understanding of systems thinking, systems change methodologies and their application within public service reform.	x		x		
Knowledge of the Changing Futures Programme.		x	x		
Knowledge of participatory research methods.		x	x		
Understanding of public service reform and prevention approaches.		x	x		
Understanding of the System Maturity Framework or similar improvement frameworks.		x	x		
Qualification / Education / Training	E	D	A	I	T
Evidence of continuing professional development relevant to participation, engagement, co-production, community development, public service reform or related disciplines.	x		X	X	
A good standard of education, including maths and English at GCSE or equivalent level.	X		x		
Degree or equivalent professional experience in a relevant field.		X	x		
Qualification or accredited training in facilitation, participation, trauma-informed practice, community development or related disciplines.		x	x		

Key: **A** = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☐	Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☒	None ☐	Yes ☐	No ☐

Job Evaluation Details

Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference
			JEP 851