

Post title	Development Officer – Performance Quality and Improvement
Division / Section	Children’s, Education and Justice Services
Department	Performance Quality and Improvement
Responsible To	Operations Manager
Number of post holders	1
Acting up/ Secondment	No

Purpose of Job

- The post holder will contribute to the development and implementation of corporate aims and policies within Children’s Services and EHSCP supporting projects, or programmes necessary for the delivery of strategic priorities. The role will include leading and supporting these projects as appropriate, throughout their lifespan including conducting the research, development, implementation, evaluation, review, and reporting processes as required. The post will cover a diverse range of functions across the overall work of Services and the post holder will need to be politically aware and be fully conversant with the operations of Services and the services delivered in the local localities.

The What - Major Tasks/Job activities

- Lead officer in a key area of development and support for complex projects and initiatives. This includes but is not limited to developing and progressing policies, procedures and guidance, data and performance reporting thorough research and analysis, working closely with HOS and Senior Managers.
- Contribute to developing and delivering appropriate specific training packages relevant to their role, to colleagues.
- Lead and develop communication of changes to legislation and provide support to implement changes within key documents.
- Contribute to a range of project administration tasks including monitoring and tracking project progress against key milestones ensuring outcomes are delivered within a time, cost, quality framework.
- Assist in the preparation and content of reports, strategic plans, briefings, presentations, FOIs and other relevant documents for Council meetings, external agencies, senior officers and other key stakeholders.
- Support, review and develop policies, procedures, and audit case work as directed by the Heads of Service in line with the Council’s aims.
- Contribute to the identification of opportunities for improvement and contribute to management of change within a complex internal and external environment.
- Research best practice, processes, methodologies and approaches and work with leaders to apply to practice.
- Develop and maintain positive professional relationships with a wide variety of stakeholders and interest groups such that they are well informed and are able to represent and negotiate effectively on behalf of Senior Management Team.
- This list is indicative of activity, not exhaustive, and describes a range of typical activities undertaken by the post holder.

The How - Knowledge and Skills (E.g. Creativity, Innovation, Relationship Management, Decision Making)

- The postholder should be qualified to degree level or have equivalent experience in a relevant field and will have demonstrated experience in a policy/strategy background.
- Knowledge and understanding of social work and frontline statutory services.
- Ability to effectively contribute and lead on change and change management practices and principles including the introduction of new initiatives and revise systems and processes and ability to achieve desired outcomes.
- Strong interpersonal skills including communicating with a range of stakeholders both internal and external.
- Applied knowledge of project support practices and process.
- Ability to build and develop productive working relationships within the team and across the organisation.
- Ability to collate, compare and contrast data and information to help embed good performance monitoring, Key Performance Indicators and rich data.
- Demonstrate effective communication skills and understanding of the needs of stakeholders.
- Demonstrate sound judgement in decision making within established process controls.
- Fully proficient in Microsoft Office
- Experience of Social Work Client Systems

Environment

- Manage own time to meet deadlines and deliver outcomes to agreed standards.
- Physical demands and conditions will be predominantly within the range of normal office-based activities.
- All employees are expected to adhere to Council standards of practice in line with policy, e.g. health and safety

Supervision and Management of People (Numbers and type of staff)

- There are no formal staff responsibilities, though particular projects, working groups and other tasks may require the post holder to take responsibility for staff from other Council areas and/or external agencies and to chair and manage project teams as required.

Resources

- The post will not normally be responsible for non-staffing budgets. The post will have shared responsibility for the security and maintenance of council wide information systems.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.