

**Job Description**

**Job Title:** SSCB Programme Board Officer – Performance and Quality Assurance

**Salary Grade:** Grade 8

**SCP:** 37 – 41 (£32,486 - £36,019)

**Job Family:** Organisational Support

**Job Profile:** OS4

**Directorate:** Directorate of Strategy, Partnerships, and Transformation

**Job Ref No:**

**Work Environment:** Agile

**Reports/accountable to:** SSCB Strategic Business Manager

**Working hours -** 37 hours per week for 2 year term

**Number of Reports:** None at present

**Purpose:**

Responsible for supporting, directing and coordinating the SSCB performance, quality assurance programme board, programme of work and all associated improvement and intelligence functions including:

* Data collection, data analysis, performance monitoring and reporting, service reviews, auditing, other forms of QA activity, benchmarking, inspection and assessment, consultation and research, needs analysis and compliance activity
* The annual assurance cycle, and the S11 and S175/157 self-assessment process and cycle

Contribute to the overall SSCB business unit activity and functions, including advice and guidance to agencies within the safeguarding children system individually, or through a small team

Managing and leading associated projects

**Key Responsibilities:**

**Communication**

* Communicate effectively with unit colleagues, the Independent Chair, the Programme Board Chair and members, project group chairs and all Board stakeholders
* Provide information to internal and external customers within in working groups and multi-agency forums
* Undertake complex / contentious negotiations
* Sustain and support effective partnership working though strong communication between and across all partners to the Board
* Communicate verbally or in writing to internal and external customers on performance planning and intelligence issues, which include negotiation, relationship management, presentations, multi-agency meetings and reports
* Provide information and guidance to Board members, the SSCB Chair, Business Manager, Programme Board Chairs and other partners on performance and improvement and intelligence issues as part of customer relationship management. Depending on the activity the advice and guidance provided is detailed in nature.
* Reporting formally to the programme board and the SSCB Board

**Customer Focus**

* Establish excellent relationships with customers in order to develop and sustain relationship management across partnerships, external agencies and communities which will be key to the success of the service
* Assess and / or anticipate customer needs and service delivery requirements when working with staff and volunteers at all levels, to understand and assess their service requirements
* Demonstrating the behaviours, values and principles set by the Board in all communication activity with customers (i.e. children and young people, families, communities and all agencies who have active contact with children and young people

**Influence**

* Influence and persuade others to adopt policies and courses of action to adopt particular multi-agency ways of working, which at times may be contentious, when planning, developing, improving and implementing the service with all multi-agency partners

**Planning and decision making**

* Contribute to the development and delivery of the SSCB Strategic Plan and Business Plans
* Coordinate, provide support to and advise the SSCB Performance and Quality Assurance Programme Board
* Coordinate, drive, and manage all programme activity, work streams and projects using the Board’s Outcomes Based Accountability Framework and methodology
* Monitor delivery of the work programme, and the relevant strategic and business plan objectives as well as the impact and effectiveness of the work
* Plan and organise own work and project work to ensure deadlines and standards are met and that the work programme of the Board is delivered to best effect
* Make decisions independently and on a daily basis at an operational level, when dealing with problems and queries to ensure the function is continuously 'fit for purpose' and recognise when the issues need to be escalated to the SSCB Business Manager to resolve
* Deal with and solve problems, both straightforward or varied, and which may require the interpretation of information on a daily basis when acting as the lead on key projects to ensure their successful completion and implementation
* Analyse, interpret and present information which could be diverse and complex

**Independence**

* Undertake work independently and at the required pace to meet the predetermined deadlines for work

**Developing and motivating others**

* Advise, instruct, or train other employees sharing knowledge of practice and procedures, to ensure effective understanding of the needs of the SSCB
* Coach and / or mentor others providing knowledge and experience of own specialism.
* Work collectively with team colleagues on shared tasks

**Composure and thoroughness**

* Ensure work is carried out accurately and in an organised and effective way depending on the nature of the project through the development of systems and procedures where analysis and research work is identified and generated
* Maintain focus on tasks, even in challenging circumstances to provide solutions to ensure that work is delivered in set timescales
* Deal with deadlines, interruptions and conflicting demands to ensure plans and strategies are effectively delivered

**Partnership Working**

* Fundamental to the role is working independently of any partner, on behalf of the SSC Board
* Undertake all work following the principles of the SSCB in order to ensure that the vision of the Board is met
* Work effectively with others to build relationships, find common solutions and develop and maintain clear working objectives
* Represent the SSCB at meetings whilst gathering or exchanging information and influencing decision making
* Model effective collaboration and partnership behaviour

**Improvements**

* Develop and produce plans and / or strategies both medium and long term, for example, strategies relating to the function and project plans, and agreements to identify changes and improvements to the SSCB’s performance
* Contribute to the effectiveness of improvement activity by constantly looking for ways to deliver the function more efficiently and effectively
* Measure the impact and effectiveness of plans / strategies / improvement activity to ensure the effectiveness of using advanced knowledge of one or more of the key activities across the wider organisation
* Plan and organise given projects within defined outcomes, objectives, timescales, standards and budgets

**Innovation**

* Use creative skills to develop novel or unique ideas or products and / or implement or co-ordinate new technology and processes