

**Job Description**

**Job Title:** SSCB Programme Board Officer – Learning and Workforce Development

**Salary Grade:** Grade 8

**SCP:** 37 – 41 (£32,486 - £36,937)

**Job Family:** Organisational Support

**Job Profile:**  OS4

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

**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 learning and workforce development programme board, programme of work and all associated learning and workforce development activity including:

* Development of multi-agency standards and guidance around practice including child protection and early help activity, supervision, leadership etc
* Maintenance of the SSCB Safeguarding Children sub regional procedures
* The induction and development programme for Board members and those undertaking work through the programme boards and task and finish groups
* Production of the SSCB Learning and Workforce Development Annual Report in conjunction with the chair of the Learning and Workforce Development Programme Board
* Commissioning, organising and coordinating a bespoke multi-agency workforce development programme, based on a robust workforce development needs analysis, on a local, sub regional and regional basis as required
* Develop and deliver, in conjunction with key partners both internal and external to the Board, an annual conference around the Board’s priorities
* Communicating with, engaging, consulting and involving key partners including children, young people, families, the wider community and the wider children’ workforce through stakeholder forums
* Manage and maintain the SSCB website ensuring it is fit for purpose
* Commissioning, organising and coordinating Serious Case Reviews and other forms of learning review

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 and / or specialist advice and guidance to internal and external customers within in working groups and multi-agency forums
* Undertake complex / contentious negotiation
* 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, Strategic Business Manager, Programme Board Chairs and other partners on learning and workforce development 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 with particular regard to multi-agency ways of working, which at times will 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 Learning and Workforce Development Programme Board
* Coordinate, drive, and manage all Learning and Workforce Development 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 Strategic 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

**Other**

* The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Council’s Health and safety rules and regulations and with Health and Safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the council.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.