**JOB DESCRIPTION**

**REGENERATION AND NEIGHBOURHOODS DEPARTMENT**

**JOB TITLE:** Service Development Officer

**DIVISION:** Director’s Division

**GRADE:** Band 8

**RESPONSIBLE TO:** Team Leader

**POST REFERENCE:**  106260

**Purpose of Post**

To support the department in developing and delivering a range of cross cutting services making sure there is compliance with legislation, policies and procedures. Services include workforce development, information management and complaints. There will also be a clear focus on supporting departmental services to develop efficient and modern methods of working. At this level, jobholders will be expected to organise their own workload and address independently, a broad range of queries using local policy, procedure and protocol.

**Key Relationships**

* Support Services
* Regeneration and Neighbourhoods Department managers and officers
* Corporate Services

**Main Duties and Responsibilities**

1. **To provide support and advice throughout the department. You will:**

* Produce, implement and monitor the Departmental Training Plan in accordance with legislative requirements, national industry standards, expiry dates and the needs of the service.
* Source and commission high risk health and safety training including writing specifications and ensuring providers meet their contractual obligations at delivery stage.
* Ensure effective systems are in place to collect and record accurate personnel and training information within the department.

* Deliver training and tailored support to the department with regard to Information Governance, data protection and corporate systems.
* Develop the Council’s website and intranet as the named departmental representative, ensuring pages and layouts are within prescribed guidelines.
* Co-ordinate responses to Freedom of Information and Subject Access requests received by the department including providing advice to Managers on related legislative requirements and Council policies.
* Support service areas in the review, re-design and introduction of systems and processes to create sustainable improvements and to increase the efficiency and effectiveness of services.
* Act as a certified ISO9001 internal auditor and carry out audits on behalf of departmental services that have gained or are working towards the standard.
* Co-ordinate the department’s management of complaints including the provision of the necessary policy advice and practical support and advice to Heads of Service, Investigating Officers, members of the public and other stakeholders.
* Assist in the development, co-ordination and monitoring of departmental business plans.
* Co-ordinate the collection, analysis and reporting of data in relation to performance and risk management.
* Contribute to the development and implementation of new workforce policies and procedures.
* Produce newsletter, leaflets, posters, press releases and other promotional information on behalf of the department as required.
* Any other duties or projects of a related nature that might reasonably be allocated and required by the Team Leader, Support Manager or Head of Service.

**All employees have a responsibility of care for their own and others’ health and safety.**

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 28th October 2019

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**