

Job Description

Post Title: Service Improvement Assistant, Education and Skills A4639

Evaluation: 436 Points **Grade: N5**

Responsible to: Service Improvement Lead Education - External and Education Partner Engagement

Responsible for: N/A

Job Purpose: To provide comprehensive, technical and information support within Education and Skills. To support the strategic delivery of Education and Skills work plans and ensuring adherence with corporate and statutory deadlines as required.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To support service improvement initiatives across Education and Skills.
2. To support a range of functions around the customer interface and service delivery between schools and the local authority, including communications and maintenance of websites such as Services to Schools and the Local Offer.
3. To maintain information systems with care and accuracy to provide information which informs processes and functions within the Directorate.
4. To support project planning and project delivery as directed.
5. To be responsible for the creation and monitoring of action plans and co-ordination of performance monitoring reports within Education and Skills.
6. To provide first instance responses to queries and complaints as directed by a senior manager
7. To monitor and account for projects such as the Achievement Awards in accordance with the Council's Financial Policies and Procedures.
8. To undertake research as directed and provide draft reports to support the functions within the Directorate.
9. To develop and maintain positive working relationships with internal and external stakeholders.
10. To provide advice and guidance on internal policies and procedures as required.

11. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
12. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures