

Post Title: Service Improvement Lead – Children’s Services CC761

Evaluation: 653 points **Grade:** N10

Responsible To: Assistant Director of Children’s Social Care

Responsible For: N/A

Job Purpose: Lead, develop and implement creative and innovative Children’s Social Care Services

Main Duties: The following list 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 participate in or lead corporate or directorate projects and assignments as required.
- 2 To assist the Assistant Director of Children’s Social Care to identify, develop and implement creative and innovative policy, practice and new ways of working to support service improvement and development in the People Directorate.
- 3 Work with, support, influence and persuade service managers and staff to deliver business innovation, such as new ways of working and delivering service transformation within the People Directorate.
- 4 Ensure good communication mechanisms are in place, both internally and externally, including leading consultation processes with service users and other stakeholders affected by service innovation and development.
- 5 Attend DMT and other meetings, present service development concepts and themes, prepare and present progress and other reports as necessary.
- 6 Working with Service Delivery staff and managers to develop systems which produce core management information to assist with business transformation strategies.
- 7 Working with service delivery staff, managers and key partners to establish effective performance management processes and appropriate project management governance in line with corporate requirements (including business planning, learning and development and communication plans) to ensure achievement of the service objectives.
- 8 Coach, mentor, share learning and work with managers, staff and partners to ensure a shared commitment to the delivery of creative and innovative services.
- 9 To promote and implement the Council’s Equality Policy in all aspects of employment and service delivery.

- 10 To ensure, so far as is practicable, that the prevention of crime and disorder (including anti-social and other behaviour adversely affecting the local environment) is appropriately reflected in all directorate policies, service plans and activities.
- 11 To research, network and represent the service nationally and regionally, so that the Council identifies and learns from good practice in other organisations.