

## Job Description

**Post Title:** Service Improvement Assistant (A4350)

**Evaluation:** 436 points **Grade: N5**

**Responsible to:** Service Manager

**Responsible for:** N/A

**Job Purpose:** To provide comprehensive, technical and information support within Adult Social Care. To support the strategic delivery of Adult Social care 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 Adult Social Care.
- 2 To be responsible for the creation and monitoring of action plans within Adult Social care workstreams.
- 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 provide first instance responses to queries and complaints as directed by a senior manager
- 6 To undertake research as directed and provide draft reports to support the functions within the Directorate.
- 7 To develop and maintain positive working relationships with internal and external stakeholders.
- 8 To provide advice and guidance on internal policies and procedures as required.
- 9 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.