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| **Job Description** | |
| **Post title** | Service Improvement Support Officer |
| **JE Reference No** | N9600 |
| **Grade** | Grade 10 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care- Operational Support |
| **Reporting to** | Accountable to the Development and Learning Manager. |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The purpose of the post is to provide support for the effective co-ordination of the work of the Development and Learning Team; to support all functions across the breadth of the teams work.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for.

* To deputise for the Development and Learning Manager as appropriate.
* To contribute to the strategic and team planning process for AHS from a quality and service improvement perspective.
* To keep abreast of and respond to policy initiatives affecting AHS and lead on the development of related policies and procedures.
* To co-ordinate any responses to consultation which may impact on the work of the service
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* To have lead responsibility for ensuring that all relevant policies and procedures are developed and in place, working with a range of officers within the Service and the wider Council.
* To work with Partner Agencies in the development of inter-agency policies and procedures and new ways of working.
* To work as directed by the Strategic Manager to support the the Caldicott guardian to ensure the service is meeting caldicott principals.
* To support the service in ensuring compliance with information governance guidelines.
* To support the delivery of the governance functions within the service including the review and management of the content of partnership agreements, research approval applications, scheme of delegation and corporate director’s assurance statement.
* Work with corporate colleagues to support the compliance of information governance processes within partnership arrangements.
* To undertake detailed research and analytical work relating to the functions of the team to ensure service improvement.
* Analyse appropriate workforce data and monitor compliance to the learning and development programmes to measure and track service performance and produce management reports to update on progress.
* To support the development and maintenance of ITC systems to meet the needs of the team such as Durham Learning and Development system and the Azeus complaints module.
* To maintain the content of the information to the public and customers through the intranet and internet page contents regarding the work of the team to ensure it is accurate and up-to date.
* To support in the delivery of the work aligned to the annual quality schedule such as audits, business process reviews and self assessments, as required.
* To support the preparations and planning for inspections across AHS as required.
* To support the team in the implementation of the annual learning and development plan for AHS where demand requires.
* To support any necessary data returns as required.
* To support work associated with staff recognition and achievement, as required.
* To provide reports and management information on quality and service improvement to management teams as directed by the Strategic Manager and the Development and Learning Manager.
* To work in partnership with other areas of the service, council and with partners to add value to existing work and create new collaborative opportunities.
* Support the development of equality and diversity issues and health and wellbeing programmes;
* To provide support in the effective management of the complaints function.
* Commitment to continuous professional development

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Qualified to degree level or equivalent | * Management qualification. |
| Experience | * Experience using quality and improvement methodologies to raise standards * Development of processes and systems to improve outcomes * Working within a culture of continuous improvement * Engaging and working collaboratively with colleagues, stakeholders and service users * Project management | * Working with partner organisations on projects in a multi-professional/multi-agency organisation * Inspection planning * Auditing procedures or processes * Managing and supervising staff. * Setting and monitoring standards |
| Skills & Knowledge | * Clear and effective communication skills which are tailored to the needs of the audience * Excellent interpersonal skills * Able to write specific action plans * Analytical skills * Networking skills * IT literate * Research methodologies * Excellent time management and organisational and planning skills * Ability to work to deadlines in a pressurised environment * Able to manage change * Seeks ways of using their experiences for the purposes of service improvement. * Collaborative approach to team decision making processes * Recognises customer needs * Works on own initiative | * Value for money and efficiency methodologies * Strategic and operational planning * Budget management |
| Personal Qualities | * Customer focused * Active listening skills * Works effectively with colleagues from other agencies * Promotes effective team work * Motivates others * Plans ahead * Supports team morale and commitment under pressure * Able to challenge constructively and appropriately * Committed to service user engagement * Self-awareness and impact on others * Committed to honesty, inclusiveness and personal integrity * Flexible approach * Commitment to continuous professional development * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) | * Chairs meetings effectively |