

## Job Description

**Post Title:** Service Improvement Assistant: CES

**Evaluation:** A4639 **Grade: N05**

**Responsible to:** Service Improvement Lead: Partner Engagement

**Responsible for:** N/A

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

**Main Duties:** The following list is typical of the duties the post holder 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. Support service improvement initiatives across Children, Education and Skills.
2. Support a range of functions around the customer interface and service delivery between schools, the local authority, and other partners. Including supporting stakeholder groups, circulation of information and communications, and maintenance of websites such as Services to Schools and the Local Offer.
3. Maintain information systems with care and accuracy to provide information which informs processes and functions within the Directorate.
4. Support project planning and project delivery as directed.
5. Be responsible for the creation and monitoring of action plans and co-ordination of performance monitoring reports within CES.
6. Provide first instance responses to queries and complaints as directed by a senior manager.
7. Monitor and account for projects and events in accordance with the Council's Financial Policies and Procedures.
8. Undertake research as directed and provide draft reports to support the functions within the Directorate.
9. Develop and maintain positive working relationships with internal and external stakeholders.
10. Provide advice and guidance on internal policies and procedures as required.
11. Promote and implement the Council's Equality policy in all aspects of employment and service delivery.
12. Assist in maintaining a healthy, safe, and secure environment and to act in accordance with the Council's policies and procedures.