

Job Description

Post Title: Service Improvement Support Officer

Evaluation: A4894

Grade: N7

Responsible to: Lead Specialist: Partner Engagement

Responsible for: N/A

Job Purpose: To provide support to the Lead Specialist and effectively lead on assigned projects and ensure they are completed within the agreed timescale and budget. Support and assist senior managers to ensure the local authority meets its statutory responsibilities.

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. To effectively lead on assigned projects, ensuring that all stakeholders are appropriately consulted, and projects are effectively monitored and completed within the agreed timescale and budget provision.
2. Be responsible for the monitoring and financial impact of projects and liaise closely with senior managers to ensure projects provide best value for both schools and the service.
3. Draft reports, information, and briefing notes for different internal and external audiences, involving the production, analysis and interpretation of relevant local and benchmarking performance data.
4. To provide budget monitoring and financial support in accordance with the Authority's financial regulations and procedures.
5. Support the implementation, development and maintenance of electronic systems, e.g. e-PEP, Services to Schools.
6. Contribute towards development of policies and protocols.
7. Develop, improve and implement robust systems and procedures, including audit and assessment tools.
8. Develop and maintain recording and reporting mechanisms using appropriate software, to provide accurate and timely management information.
9. Produce and present statistical analysis, professional reports and management information for different audiences, and statutory returns.
10. Raise the profile of the Education Services through social media, newsletters, regular communications and any other available platforms.

11. Work within the remit of the team, being adaptable and flexible to changing demands, and working cooperatively to ensure the overall service objectives are met.
12. Provide advice and guidance, and train other employees in relation to service improvement work.
13. Promote and implement the Council's Equality policy in all aspects of employment and service delivery.
14. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.