

Person Specification

Service Improvement Support Officer



Part A

The following criteria (experience, skills, and qualifications) will be used to short-list at the application stage:

Essential

- Experience of leading and effectively monitoring projects ensuring they are completed within timescale and budget, and achieve desired outcomes
- Awareness of key issues and current initiatives within education, with the ability to respond promptly and effectively to the needs of relevant stakeholders
- Evidence of strong analytical and research skills, with an aptitude for developing innovative solutions to problems and the ability to communicate outcomes
- Ability to present complex data and information to a range of stakeholders
- Excellent interpersonal skills, be confident and able to work effectively with, and provide advice to, a wide range of people at all levels
- Excellent written and oral communication skills; ability to produce timely, clear, concise written information, with a strong focus on accuracy and attention to detail
- Experience of implementing, improving, and maintaining business management systems and processes
- Excellent information technology skills, including web-based skills and knowledge of accessibility guidelines
- Ability to manage competing priorities and work to deadlines
- Ability to work both independently and as part of a team
- Commitment to equality, diversity, and inclusion

Desirable

- Understanding of national and local decision-making that impacts upon pupils and schools
- Knowledge of Education policies
- Knowledge of council traded services

Part B

The following criteria will be further explored at the interview stage

- Experience of leading and monitoring projects
- Awareness of key issues and current initiatives
- Experience of implementing and maintaining business management systems and processes
- Effective communication skills
- Analytical and research skills
- Understanding of the Council's equality policy and applying this in all aspects of employment and service delivery

Additional Requirements

- Flexible approach to work, location, duties, and hours