



Education and Skills Division Recruitment Pack



Service Improvement Support Officer

***We are Proud, Fair and
Ambitious***

We are Newcastle!

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Welcome



As the new Director of Children, Education and Skills I am delighted that you have shown an interest in applying to work in our great city. I am very proud of the services that we provide and the commitment that our staff have for making a difference to the children, young people and their families within the local authority area.

Following the launch of Evry, earlier this year we have made a strong commitment to all of our babies, children and young people ensuring that we provide opportunities for education, employment and of course accessible activities and things to do across all areas of the city.

Newcastle is a fantastic city to live in and a fabulous place to work no matter what role you choose to play.

Cath McEvoy-Carr, Director of Children, Education & Skills



Welcome to Newcastle! You will read lots of facts and figures about the schools and education system in the city elsewhere, so I won't bore you with repetition. What do you really want to know? Well, I hope it's something like: what's it really like to work for the Council and particularly in the education and skills team? You would be joining a Directorate and team that really tries, every single day in every single way, to put children and young people first. At the same time, we look after and care for and about our staff.

The Council has great employment terms and conditions, including a favourable annual leave allowance and a flexi system (new to me when I came to Newcastle – and now I love it and use it). There are lots of opportunities to develop personally and professionally, and you'll be based in the centre of one of the best cities in the country with a great transport infrastructure to get you into work and back home again, but also out and about in the region. We do expect you to work hard, but the rewards are fantastic.

If you decide to apply for a role within the education and skills team, I wish you luck and I look forward to meeting with you should you be successful.

Mark Patton, Assistant Director: Education & Skills

About us

The Education and Skills Division is a vibrant team of over 200 staff supporting the children and young people of Newcastle from 0—25 years.

Our Senior Team

Assistant Director:
Education & Skills

Head of
School
Effectiveness

Head of
SEND

Head of
Newcastle
City
Learning

School
Organisation
&
Infrastructure
Manager

Head of
Virtual
School

Lead
Specialist:
Partner
Engagement

Education
Funding
Specialist

Education Service Improvement Team

Lead Specialist: Partner
Engagement

Service
Improvement
Support Officer

Service
Improvement
Support Officer

Service
Improvement
Assistant

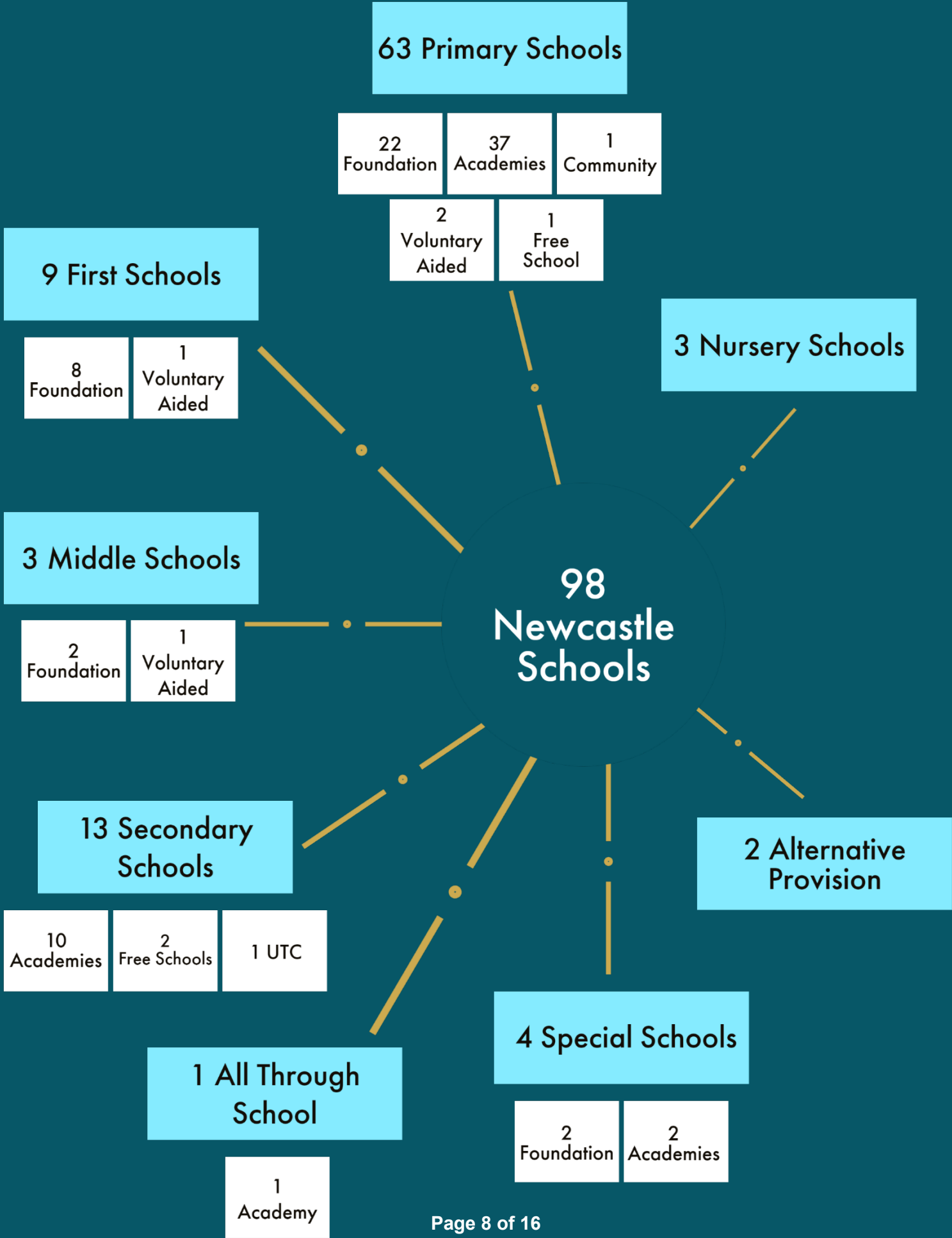
Service
Improvement
Assistant

Service
Improvement
Assistant

Our Priorities

- ❖ Work with mainstream schools to plan, resource and deliver flexible and bespoke curricula which meet the needs of all pupils enrolled.
- ❖ By working in close partnership with local education, health and care services and providers, ensure that children with SEND and those in the care of the local authority attend school regularly, have low rates of exclusion from school and achieve good outcomes.
- ❖ Working with our wider system partners through the Children and Families Newcastle service, improve the outcomes of Newcastle's children and young people who are most disadvantaged and thus give them a better start in life, at least equitable with their peers (no child left behind).
- ❖ Move closer towards our goal of every Newcastle school being rated as GOOD or OUTSTANDING by Ofsted (no school left behind).
- ❖ Embed robust processes for the accurate and reliable forecasting of pupil numbers, so that every Newcastle child, regardless of need, can access a high-quality school place in the City.
- ❖ Working with schools and families to improve school attendance and decrease exclusion rates in the city's schools, especially for our most vulnerable children.
- ❖ By listening carefully to children and their families, and through joined up working with our partners, ensure that our Local Offer for those with SEND is of good quality.
- ❖ Ensuring that there are opportunities for young people and adults in the City to gain meaningful skills and qualifications that will help them into or return to the world of work, and also opportunities to keep on learning for pleasure, enjoyment and personal fulfilment.

Our Schools



Who are we looking for?

What do we want?

We are looking for someone who:

- is passionate about supporting services to improve outcomes for children and families
- is highly organised, can work on their own initiative and are able to prioritise their workload within a fast-paced working environment
- can lead and effectively monitor projects and ensure desired outcomes are achieved
- has excellent IT skills, including web-based skills, and knowledge of accessibility guidelines
- is confident in gathering and analysing information to support decision making and presenting to a range of stakeholders
- has a collaborative approach to working
- has excellent verbal and written communications skills with a strong focus on accuracy
- is committed to learning new skills

Why work for Newcastle City Council?

Newcastle City Council offers you a great opportunity to work in a vibrant city with proactive and committed people who have a genuine desire and motivation to support positive outcomes for the residents of Newcastle, striving to achieve the values of being Proud, Fair and Ambitious.

What do we offer?

As an employee of Newcastle City Council, you will have access to:

- A competitive salary
- Access to the Local Government Pension Scheme
- Generous annual leave in addition to Bank Holidays, with the ability to buy additional leave annually
- Various flexible working options
- Agile working, enabling both home and office-based working
- A generous Flexi Scheme
- Access to Occupational Health, mindfulness sessions and other wellbeing initiatives
- Access to various salary sacrifice schemes, for example bike to work, car parking, home electronics, tax efficient saving contributions towards your pension
- Discounted travel passes
- Access to union membership

If you require further information that is not included in the recruitment pack, please email Julie.preece@newcastle.gov.uk.

Job Description

Post Title: Service Improvement Support Officer

Division: Education & Skills

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 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 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. ePEP, Services to Schools.
6. Contribute towards the development of policies and protocols.
7. Develop, improve and implement robust systems and procedures, including audit and assessment tools.
8. Develop and maintain reporting and recording 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 co-operatively 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.

Person Specification

Post Title: Service Improvement Support Officer

Division: Education & Skills

Part A

The following criteria (experience, skills and qualifications) will be used to shortlist 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

Working for us

Working in the North East of England offers an excellent quality of life. Newcastle City Council is one of the region's largest employers and we offer excellent terms and conditions of employment and a range of benefits to staff.

Service Improvement Support Officer

£32,020 - £35,411 per annum

Hours of work

37 hours per week

Permanent Post

Location

The postholder will have office space in the Civic Centre, NE1 8QH, as well as working remotely at home. The successful candidate may also be required attend face to face meetings periodically.



Pension Scheme

Staff are entitled to join the Local Government Pension Scheme. This offers an index linked retirement pension and the possibility of a tax-free lump sum based on the career average earnings, together with ill health, redundancy and death benefits.

Health at work

Health of our staff is important to us. We offer a full occupational health service to employees and also offer a physiotherapy and vision screening service. In addition to this we have an Employee Assistance Programme offering a free 24-hour confidential helpline to all employees and their immediate family.

Staff Travel Scheme

We offer our employees an interest free travel scheme for public transport where the cost of an annual pass for bus, metro or network travel is spread across the year. There are often significant reductions on price too.

Annual Leave entitlement

We offer a generous annual leave entitlement of 24 days rising to 28 days after five years' service, plus eight statutory bank holidays.

Learning and Development

We aim to ensure you have the skills and experience to carry out your duties effectively and make a full contribution to the overall success of the organisation.

Helping you go green

Staff can use pool cars for journeys on Council business. This means they can travel into work by public transport or bicycle and avoids adding mileage to their own vehicles. We also operate a Cycle to work scheme.

Leave

In addition to maternity, adoption and paternity leave, we offer eligible staff maternity support leave, parental leave, and special leave.

Flexi

We offer a generous flexi scheme to support employees with work life balance whilst also helping the Council provide a flexible service.

Trade Unions

We work closely with trade unions and encourage employees to belong to a recognised Trade Union.

Relocation Support through our Resettlement Scheme

For the right candidate we are able to offer relocation support for reimbursement of certain expenses reasonably incurred by new employees who find it necessary to move home solely as a result of obtaining employment with Newcastle City Council.

Probationary Period

All of our posts have a 6 month probationary period.

Equality & Diversity

Newcastle City Council recognises the positive value of diversity, promoting equality and challenging discrimination. We welcome and encourage job applications from people of all backgrounds and aim to be an organisation that reflects our audiences and communities.

We are a Disability Confident Employer and our commitment for LGBT equality and

Recruitment Process and Next Steps

All applicants must complete and submit an application through [North East Jobs](#).

Closing Date: 22 June 2023
Shortlisting: week beginning 26 June 2023
Interviewing: week beginning 10 July 2023

If you require further information that is not included in the recruitment pack, please contact Julie.preece@newcastle.gov.uk

If you require any assistance in completing your application, please contact jobs@newcastle.gov.uk

We wish you every success with your application.





www.newcastle.gov.uk

www.servicestoschools.org.uk

www.newcastle.gov.uk/localoffer