

Service Improvement Assistant

Job Description

Reports to: **Social Work Development Manager**
Direct reports: **N/A**

Evaluation: **449 points**
Grade: **N5**
Reference: **A4695**

Purpose

Through high quality support, constructive challenge, and strong organisational skills, to play a critical role in enabling future social workers to work meaningfully with children and families in Newcastle.

Main Duties

1. These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.
2. To support service improvement activity across the Children's Social Care Academy.
3. To be responsible for the creation and monitoring of action plans and coordination of performance monitoring reports.
4. To maintain information systems with care and accuracy to provide information which informs processes and functions within the Directorate.
5. To support project planning and project delivery as directed.
6. To undertake research as directed and provide draft reports to support the functions within the Directorate.
7. To develop and maintain positive working relationships with internal and external stakeholders.

8. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
9. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.