Job Description

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| **For HRU use only** | Ref:3778 |

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| **Directorate** | Health, Education, Care and Safeguarding |
| **Section/Location** | Strategy and Transformation |
| **Post Title** | Improvement Officer |
| **Permanent/Temp** | Permanent |
| **Grade** | 7 |
| **Responsible to** | Assistant Director, Strategy & Transformation |
| **Responsible for** |  |
| **Job Purpose** |
| To support the Health, Education, Care and Safeguarding senior management team in the ongoing modernisation and change management of services by providing high-quality programme, project and improvement support.To support Improvement Managers in the delivery of significant transformation and improvement projects and to lead on individual aspects of overall transformation and improvement projects, ensuring actions and tasks are completed to a high standard and in timescale |
| **Job Content** |
| * To be responsible for the day-to-day organisation and delivery of a project or process.
* To undertake data and business analysis of service areas to identify opportunities for improvement.
* To undertake research about legislation, policy and best practice to inform strategic planning and improvement projects.
* To produce reports for senior management regarding reviews undertaken, options appraisals, and the ongoing delivery of projects.
* To monitor the delivery of projects, identifying progress, risks to delivery and issues that require resolution, and to escalate as appropriate to senior management.
* To monitor project budgets, in accordance with financial regulations, and report to senior management and the project team on the latest position.
* To work across service areas and with partners to develop, scope and implement necessary service changes.
* To work with customers, families, carers and the wider public to capture their views on services and to inform future service priorities and planning.
* To undertake word and data processing and complex ICT tasks.
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| **Performance standards** |
| **General*** The need to adhere to adhere to Council’s Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct
* The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information
* The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council

**Working Collaboratively*** Working collaboratively with people and organisations (internal and external) to achieve positive outcomes, making best use of resources
* Understanding the role of elected members ensuring my team and partners are aware too
* Overcoming barriers in partnership working and have strategies to manage these barriers

**Planning for the future*** Thinking beyond the day-to-day operations; developing a sense of vision and longer-term possibilities
* Developing, agreeing and putting into action, plans that provide a clear sense of direction in line with strategic, operational and workforce strategies as well as national and local trends
* Interpreting new Government, regulatory and corporate guidelines and legislation in to new service practice
* Using technology to deliver strategic and operational plans to improve services to the customer and deliver an efficient, cost effective service
* Adopting a commissioning approach by gathering and analysing appropriate data, drawing sound conclusions on the needs of the service user or customers, understanding my options to secure the right service to meet needs, I assess the performance of commissioned services and adjust plans accordingly

**Inspiring Others*** Ensuring people understand what is expected of them
* Creating a sense of passion and excitement around achieving shared goals, vision and purpose
* Looking for opportunities to reinforce, reward and celebrate the accomplishments of individuals and teams, publicly giving credit when it is deserved

**Putting the Customer First*** Knowing my customer base, planning and delivering services accordingly, managing and exceeding customers expectations
* Resolving a customer’s issue/problem as quickly as possible

**Taking Responsibility and Self Awareness*** Being a good role model by displaying high standards of behaviour in line with council, legal and ethical guidelines
* Accepting responsibility for my actions (positive and negative)
* Being aware of my strengths and development needs and recognising the impact my behaviour has on others. I seek feedback and take action to address development needs in my behaviour

**Effective Communication*** Keeping others informed by communicating in a structure, clear and succinct way which is appropriate for the audience
* Being visible, accessible and taking time to communicate effectively
* Chairing/managing meetings effectively and facilitating discussions which ensures buy in and ownership

**Making change Happen*** Translating new ideas into actions and plans that can be delivered
* Looking for the positives in change and communicating the benefits to others
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| **Working conditions** |
| * Based within HECS services for North Tyneside Council
* Ability to work flexible hours to attend community meetings and conferences out of normal working hours, i.e. evenings and weekends
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| **Factor** | **Essential** | **Desirable** | **Assessment means** |
| Skills and Knowledge | * Knowledge of local government services and the challenges faced in the sector
* Knowledge of children’s, adults and education services
* Knowledge of project management techniques
* Influencing and negotiating in a tactful and diplomatic manner with people at all levels
* Advanced verbal and written skills for successful communication with people at all levels
* Competent ICT skills to enable effective communication and leadership
* Able to work to deadlines and manage multiple priorities
* Report writing skills
* Data analysis skills
* Process mapping and analysis skills
 | * Knowledge of business process improvement techniques
 | Interview / Assessment |
| Qualifications and Training | * GCSEs in English and maths
* 3 A-Levels in relevant subjects
* Evidence of continuing professional development
 | * Project management qualification
* Business improvement qualification
 | Certificates |
| Experience | * Experience of working in social care or education services
* Experience of project management and delivery
* Experience of continuous improvement activity
* Experience of developing productive relationships across service areas
* Experience of effective partnership working
 |  | Interview |
| Special Requirements | * High personal standards of integrity and probity
* Strong commitment to Equal Opportunities and anti-discrimination practice in employment and service delivery; and high quality, accessible, cost effective public services in a democratic framework
 |  | Interview |