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| **Job Description** |
| **Post title** | Improvement Support Manager |
| **JE Reference No** | N10821 |
| **Grade** | Grade 14 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Operational Support |
| **Reporting to** | The post holder will report to the Strategic Manager, Operational Support |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham |
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| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

This role will lead on the tactical management, planning and co-ordination of a range of improvement initiatives and developments within Children and Young Peoples Services.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for.

* To lead the planning and implementation of directorate improvement and development priorities which support the delivery of statutory and non-statutory functions to children, young people and their families.
* To lead consultative work with a broad range of stakeholders, including children and families, council staff and partners to ensure that priority improvement work is clearly defined and scoped.
* To lead the development and implementation of assurance systems to ensure that improvement priorities are taken forward in a way which meets Service requirements.
* To ensure that the resources required to implement each priority are accurately identified and costed and that appropriate business cases are developed
* To undertake negotiations with external service suppliers and Council staff to ensure that key project milestones are defined, and appropriate quality standards developed.
* To lead and coordinate work across key stakeholder/work groups, ensuring that critical dependencies and risks are clearly identified, and key deliverables are achieved.
* To ensure that identified milestones, savings and efficiencies associated with the programme are identified, that appropriate metrics are put in place and that progress is reported to the relevant improvement board.
* To lead the development and monitoring of improvement plans and business realisation activities associated with the improvement priorities.
* To lead the production of key documentation for the programme including those required for initiation, planning, risk management, reporting and business realisation.
* To ensure improvement work is taken forward in alignment with the key vision of the Council, and its priorities for people and communities.
* In conjunction with Corporate Procurement, lead the development of soft market test and other procurement exercises as required by the programme
* To work with colleagues from the Communication and Marketing Team to develop and implement a communication and engagement plan for management, staff, partners and service users/members of the public.
* Commitment to continuous professional development.

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| **Organisational responsibilities** |

**Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

**Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

**Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

**Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

**Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

**Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

**Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

**Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

**Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

**Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree or equivalent in a relevant discipline
 | * Project Management Qualification equivalent to PRINCE2 Foundation level
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| Experience | * Substantial experience of managing service improvement projects in a complex environment.
* Proven experience of completing projects according to outlined scope, budget, and timeline.
* Experience of communicating with and influencing a broad cross section of stakeholders
* Experience of working collaboratively in a multi-professional/multi-agency environment to deliver improvement priorities.
* Experience of liaising with and reporting to Senior Managers on a regular basis
* Experience of using and implementing technology and electronic systems to maximise service opportunities for improvement
 | * Have delivered improvement priorities within a Public Sector Children’s Service.
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| Skills & Knowledge | * An understanding of the importance of information and communication technologies in meeting service user and organisational needs.
* An understanding of the key factors involved in successfully managing different types of projects
* Use of a broad range of software including Microsoft Office and project planning software.
* Proven project management skills.
* Ability to deal with competing priorities.
* Ability to achieve deadlines.
* Ability to negotiate effectively.
* Excellent Presentational skills.
* Excellent communication skills.
* Knowledge of the Data Protection Act.
* Commitment to continuous professional development
 | * Knowledge of Local Government
* Value for money and efficiency methodologies
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| Personal Qualities | * Understanding of the needs of others.
* Is able to manage a heavy workload
* Must be a Self-starter, who can work on own initiative
* Highly responsive to others
* Innovative and solutions focussed thinker.
* Analytical approach to problem solving
* Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance).
* Ability to motivate and influence others.
* Must be able to adapt approach according to the situation
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