

Leeds City Council

Children and Families

Job Title: Service Improvement Officer

Service Area: Resources and Strategy

CORE VALUES, AMBITIONS AND GOALS FOR CHILDREN AND FAMILIES EMPLOYEES

As a Council our Ambition is to be the best City Council in the UK

Our behaviours will be influenced by our values of;

- Working as a Team for Leeds
- Being Open, Honest & Trusted
- Working with Communities
- Treating People Fairly
- Spending Money Wisely

Children and Families Directorate

Our Vision

We want Leeds to be a Child Friendly City and are committed to ensuring that children and young people;

- are safe from harm
- do well at all levels of learning and have skills for life
- enjoy healthy lifestyles
- have fun growing up, and
- are active citizens who feel they have voice and influence

Our goals

We believe that every Children and Families employee can make a contribution to make our vision a reality and we encouraged everyone to work as part of the directorate team to shape children and family centred local services based on our priorities of ;

- helping children and parents to live in safe and supportive families
- ensuring that we protect the most vulnerable
- support families to give children the best start in life
- increase the number of children and young people participating and engaging in learning
- improve achievement and attainment for all
- improve at a faster rate the educational outcomes for vulnerable children and young people
- improve social, emotional and mental health and wellbeing
- encourage physical activity and healthy eating
- support young people make good choices and minimise risk-taking behaviours
- help young people into adulthood, to develop life skills and be ready for work
- improve access to affordable, safe and reliable connected transport for young people

Job Title:	Service Improvement Officer	Salary	£41,025 - £43,821
Service Area:	Resources and Strategy	Grade	PO6
Directorate:	Children and Families	Date:	January 2018
Responsible To	Chief Officer (Resources & Strategy)		
Responsible For	None directly although the post holder will be expected to utilise influencing skills to engage with staff across the directorate and in partner organisations.		

Job Purpose:

To take a lead for the directorate on priorities to drive practice improvement and policy development

- To provide flexible project and business support capacity to the children's and families services leadership team

Duties:

- To undertake and support key projects in connection with the above priorities.
- Assist in mapping out the overall programme of work required to achieve the established outcomes relating to one of the above priorities.
- Develop costed improvement plans that clearly identify responsibility for improved outcomes and/or budget efficiencies.
- Adopt a matrix management approach that seeks to engage and influence colleagues working in priority areas.
- To take overall responsibility for leading and managing programmes of work related to one or more of the priorities.
- To develop an in depth understanding of the core issues relating to your programme area and use this to develop innovative approaches to addressing the challenges.
- The provide reports and updates to the Children and Families leadership team and the Children and Families Trust Board as required.
- To provide other progress reports so as to ensure that deadlines and timescales are met.
- To manage and direct the work load of any staff assigned to you.
- To represent the directorate at relevant meetings, including with elected Members.
- To work collaboratively with colleagues both within and beyond the immediate team to achieve required outcomes.
- To effectively liaise with partner organisations.
- To maintain a risk log that identifies potential sources of risk and potential sources of mitigation.
- To ensure that decisions arising out of your programme area are taken in line with the decision making and governance processes of the children and families directorate.
- To maintain a high level of confidentiality and be sensitive to the nature of the data handled.

- To work within all relevant policies, procedures and systems established corporately or within the directorate to support the Council's Equal Opportunities Policies.

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health & Safety: The Council believes that ensuring the safety, health and well-being of employees, contractors, service users (including learners) and all others affected by our activities is essential to accomplishing our ambition and values. As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by ensuring that work doesn't contribute to poor health, using the workplace to improve health and well-being, and supporting our workforce to be "Happy, Healthy and Here". We expect all employees to contribute to their own individual safety and well being and to that of others who may be affected by their actions.

Physical Conditions:

The post holder will initially be based at St George House before the team base moving to Merrion House, both of which are in Leeds city centre. The post holder will also be expected to work flexibly across other locations as required. Leeds City Council has a no smoking policy.

Relationships: The post holder will maintain effective relationships with all Council staff, elected Members, external agencies, partners and the general public. The post holder must establish a strong and trusting relationship with their manager to support the effective and smooth running of the business.

Job Description Content Prepared / Reviewed by: Name: Tim Pouncey	Confirmation Job Evaluation Undertaken Name:
	Designation:
Date: 31 st January 2018	Date:

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills required	MOA
<ul style="list-style-type: none"> ▪ Ability to engage, influence and develop effective working relationships with senior managers and partners. ▪ Ability to analyse and interpret, distil and communicate complex information from multiple sources. ▪ Ability to ensure that Children’s and Families take a proactive approach to policy development in relation to children and young people. ▪ Ability to lead and develop service and project teams. ▪ Ability to work flexibly across a range of simultaneous initiatives and as part of a larger team adapting to changing needs and priorities. ▪ Ability to lead project and change management activity. ▪ Ability to analyse data to understand complex problems and identify options. ▪ Able to effectively communicate in writing and verbally (including presentations) on policy developments and procedure/planning requirements. 	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>
Knowledge required	MOA
<ul style="list-style-type: none"> ▪ Knowledge of Leeds City Council strategies, policies and current direction of Leeds strategy for children’s services. ▪ Detailed working knowledge of current national, regional and local policy issues. ▪ Detailed understanding of outcomes based accountability methodology and its application. ▪ A working knowledge of service planning frameworks. ▪ Knowledge of relevant national policy frameworks. ▪ Knowledge of national and local equality and diversity policy and practice. ▪ Understanding of the core areas within children’s services which require clear guidance and procedures. 	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>
Experience required	MOA
<ul style="list-style-type: none"> ▪ Experience of managing and prioritising competing work pressures and the relationships underpinning these. ▪ Experience of changing and evolving how processes and policies are used to improve service delivery and outcomes for children and young people. ▪ Experience of leading and coaching others to use OBA methodology to improve services for children and young people. 	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>

<ul style="list-style-type: none"> ▪ Track record of ensuring that equality, inclusion and fairness issues are addressed within the context of service provision, development or delivery. ▪ Experience of developing and implementing service planning processes. ▪ Experience of developing procedures in support of service delivery. ▪ Experience of leading the development of city and partnership plans. ▪ Experience of briefing senior managers on a range of issues including high level policy direction. 	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>
Behavioural & Other Related Characteristics required	MOA
<ul style="list-style-type: none"> ▪ Committed to continuous improvement. ▪ Commitment to working within the Council's values and ability to instil values in others. ▪ Ability to understand and observe the Council's Equal Opportunities Policy. ▪ To carry out all duties having regard to an employee's responsibility under the Council's Health & Safety Policies. ▪ Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development. 	<p style="text-align: center;">A</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>