

# Job Description and Person Specification

**Role:** Service Development Officer - LADO Coordinator



# Job Description

<b>Job Title</b>	Service Development Officer - LADO Coordinator
<b>Grade</b>	5
<b>Service</b>	Children and Education
<b>Reports to</b>	
<b>Location</b>	Friargate and Council House Coventry
<b>Job Evaluation Code</b>	



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

To create, coordinate, improve and maintain systems to support the efficiency, effectiveness and quality of the LADO Service in Coventry.

## Main Duties & Key Accountabilities

1. Use a range of data and information sources and systems undertaking the mapping of activity and produce forecasts to inform service planning.
2. To establish and maintain documentation/information to assist workers and managers in monitor quality of service, liaising with responsible staff to ensure deadlines are met and alert the managers to any issues of potential concern.
3. Organise, facilitate, and minute Position of Trust meetings and other key meetings as directed.
4. Manage and appropriately categorise / direct / redirect the flow of information traffic into the service.
5. Ensure efficient uploading of information exchanged between LADOs and partners, to LCS, enabling the LADO inbox to function effectively and to assist LADO in accessing information with greater ease and accuracy.
6. Create/ develop existing operating systems within the LADO Service to support workflow and progress.
7. Upload referral information into LCS and performance spreadsheets, and monitor/ alert managers in accordance with agreed protocols, such as in relation to frequency of referrals from particular agencies or referrals made around similar themes.
8. Work with data analyst colleagues to ensure that there is an effective Dashboard for the LADO service in place/ maintained in relation to referrals.
9. Compile /manage/ process data that cannot be entered into LCS such as advice and guidance requests or pre-employment checks.
10. Support LADOs to complete 'checks' process, including in relation to safer recruitment.
11. Support systematic QA oversight of the LADO Service.
12. Monitor trends and patterns in referrals, to assist the service in identifying abuse potentially occurring at a systemic level.

13. Support the service manager in producing more flexible performance data for reporting and service development purposes.
14. Support with organising, facilitating, and promoting LADO training.
15. Support with increasing feedback into the LADO service to support service development.
16. To assist in the developing processes, procedures and systems to support policy implementation and leading on the capture, quality assurance, analysis, presentation and reporting of management data and performance intelligence.
17. To carry out research and benchmarking, data collection and financial performance and achieve service objectives.
18. Investigate, alert and advise senior managers of areas of failing or declining performance in a timely manner and as appropriate identify potential factors impacting on performance and proposed solutions.
19. Contribute to the development and implementation of service plans and strategies and ensure that developments respond appropriately to these plans and be responsible for the monitoring and evaluation of progress against defined objectives.
20. Support the preparation of reports, briefings and other responses for members, officers and departments, agencies and organisations and develop constructive relationships with these, and other key stakeholders.
21. To maintain personal and professional training and development to meet the challenging demands of the job.
22. Any other duties and responsibilities within the range of the salary.

## Key relationships

External	Internal

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

<p><b>Staff managed by postholder:</b></p> <p>None</p>
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## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
Knowledge of the agenda for children and families, adults, older people and housing.	
Knowledge of relevant legislation.	
Understand of the City Council's Equal Opportunities Policy and a commitment to the Departments core values.	
How to use information from a variety of sources for analytical and comparative purposes to measure performance.	
How information could be used to support both strategic and operational development.	
<b>Skills and Abilities</b>	
Ability to take personal initiative and respond independently to unexpected problems and work on own initiative.	
Ability to analyse financial and numerical data, provide an account of the impact of decisions on finance and advice on financial implications of decisions.	
Able to negotiate with and persuade managers of the benefits in supporting actions to improve performance management processes.	
Ability to analyse, interpret and evaluate information accurately.	
Ability to manage conflicting priorities, working under pressure within given timescales and deadlines and prioritise work accordingly.	
Ability to communicate clearly and effectively, both orally and in writing, including the preparation and presentation of reports, briefing notes and statistical information.	
Ability to utilise IT software effectively to assist in the monitoring and evaluation of services using all available information.	
Able to deal with confidential information appropriately.	
Ability to undertake research and policy development.	
Flexible and responsive to change, evaluating and formulating solutions.	
Ability to develop and promote good working relationships with a wide range of staff at all levels in the statutory, voluntary and court and private sectors.	
Reviewing and monitoring services against specified requirements and identifying opportunities for improvements.	
<b>Experience</b>	

Producing a range of high-quality reports and documents.
Planning, research and analysis of information.
In creation and use of spreadsheets, word processing and presentation packages, database and spreadsheet packages.
Organising own work programme within guidelines and achieving specific objectives to timescales.
Presenting information to a variety of stakeholders
Using complex information systems to produce, analyse and interpret data.
<b>Qualifications</b>
Degree level or equivalent qualifications or substantial work experience.
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	16.7.24	<b>Date Reviewed</b>	April 2026
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