

Job Description and Person Specification

Role: Service Development Officer – FGC and LL team.



Job Description

Job Title	Service Development Officer
Grade	5
Service	Family Group Conference Team– Children’s Services
Reports to	FGC Team Manger
Location	Broadgate House
Job Evaluation Code	



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 Priorities – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

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 support and coordinate the delivery of high quality Family Group Conferences (FGC) and Lifelong Links (LL) in Coventry, in accordance with the identified policies, practice standards and aims of the Family Group Conference Service.

To promote and develop Coventry's Family Group Conference service within a framework of equality of opportunity that responds appropriately to the needs of individual families from diverse backgrounds.

To support the FGC team to identify outcomes for children, young people and their families and report on service delivery

Main Duties & Key Accountabilities

- Use a range of data and information sources and systems undertaking the mapping of activity and produce forecasts to inform service planning.
- 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.
- Organise and minute meetings
- Maintain and update project plan.
- Monitor and track referrals into the team
- Complete monthly returns to be submitted to regulatory bodies/funders as part of project development.
- 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.
- To carry out research and benchmarking, data collection and financial performance and achieve service objectives.
- To 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.

- 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.
- 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.
- To maintain personal and professional training and development to meet the challenging demands of the job.
- Any other duties and responsibilities within the range of the salary grade

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

Key relationships

External	Internal Children's Services Colleagues
-----------------	---

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:

Staff managed by postholder: None
--

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Understand of the City Council's Equal Opportunities Policy and a commitment to the Councils 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. 	
Skills and Abilities	
<ul style="list-style-type: none"> • 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 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. • Reviewing and monitoring services against specified requirements and identifying opportunities for improvements. • Ability to develop and promote good working relationships with a wide range of staff at all levels. • 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 <p>Good level of computer literacy, excellent written and verbal presentational and communication skills including the ability to communicate effectively at all levels with a range of individuals, in a variety of different manners, on complex issues and produce coherent written reports, letters and minutes</p>	
Experience	
<p>Producing a range of high quality reports and documents.</p> <ul style="list-style-type: none"> • Using complex information systems to produce, analyse and interpret data. • Presenting information to a variety of stakeholders. • Organising own work programme within guidelines and achieving specific objectives to timescales. • In creation and use of spreadsheets, word processing and presentation packages, database and spreadsheet packages. • Planning, research and analysis of information 	
Qualifications	
Degree level or equivalent qualifications or substantial work experience.	

Special Requirements

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).

Date Created	19/05/2021	Date Reviewed	02/10/2024
---------------------	------------	----------------------	------------