



Coventry City Council

## Job Description

|                  |                             |                     |   |
|------------------|-----------------------------|---------------------|---|
| <b>Post:</b>     | Service Development Officer | <b>Job Number:</b>  |   |
| <b>Service:</b>  | Family Group Conferencing   | <b>Post Number:</b> |   |
| <b>Location:</b> | Broadgate House             | <b>Grade:</b>       | 5 |

### 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.

### Job Purpose:

To support and coordinate the delivery of the Lifelong Links project.

### Main duties and Responsibilities:

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 and minute meetings of implementation group for Lifelong Links and other key meetings as directed.
4. Maintain and update project plan.
5. Monitor and track referrals into the project.
6. Complete monthly returns to be submitted to Family Rights Group as part of development of the project.
7. 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.
8. To carry out research and benchmarking, data collection and financial performance and achieve service objectives.

9. 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.
10. 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.
11. 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.
12. To maintain personal and professional training and development to meet the challenging demands of the job.
13. Any other duties and responsibilities within the range of the salary.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

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

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:**

**Responsible to:** Family Group Conference Manager

**Date Reviewed:**

**Updated:** November 2021



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## Person Specification

|                  |                             |                     |   |
|------------------|-----------------------------|---------------------|---|
| <b>Post:</b>     | Service Development Officer | <b>Job Number:</b>  |   |
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| Area | Description |
|------|-------------|
|------|-------------|

|                   |                                                                                                                                                                                      |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Knowledge:</b> | <ul style="list-style-type: none"><li>• Knowledge of the agenda for children and families, adults, older people and housing.</li><li>• Knowledge and relevant legislation.</li></ul> |
|                   | <ul style="list-style-type: none"><li>• Understand of the City Council's Equal Opportunities Policy and a commitment to the Departments core values.</li></ul>                       |
|                   | <ul style="list-style-type: none"><li>• How to use information from a variety of sources for analytical and comparative purposes to measure performance.</li></ul>                   |
|                   | <ul style="list-style-type: none"><li>• How information could be used to support both strategic and operational development.</li></ul>                                               |

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| <b>Skills and Abilities:</b> | <ul style="list-style-type: none"><li>• Ability to take personal initiative and respond independently to unexpected problems and work on own initiative.</li></ul>                                                               |
|                              | <ul style="list-style-type: none"><li>• Ability to analyse financial and numerical data, provide an account of the impact of decisions on finance and advice on financial implications of decisions.</li></ul>                   |
|                              | <ul style="list-style-type: none"><li>• Able to negotiate with and persuade managers of the benefits in supporting actions to improve performance management processes.</li></ul>                                                |
|                              | <ul style="list-style-type: none"><li>• Ability to analyse, interpret and evaluate information accurately.</li></ul>                                                                                                             |
|                              | <ul style="list-style-type: none"><li>• Ability to manage conflicting priorities, working under pressure within given timescales and deadlines and prioritise work accordingly.</li></ul>                                        |
|                              | <ul style="list-style-type: none"><li>• Ability to communicate clearly and effectively, both orally and in writing, including the preparation and presentation of reports, briefing notes and statistical information.</li></ul> |
|                              | <ul style="list-style-type: none"><li>• Reviewing and monitoring services against specified requirements and identifying opportunities for improvements.</li></ul>                                                               |
|                              | <ul style="list-style-type: none"><li>• 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.</li></ul>                  |
|                              | <ul style="list-style-type: none"><li>• Ability to utilise IT software effectively to assist in the monitoring and evaluation of services using all available information.</li></ul>                                             |
|                              | <ul style="list-style-type: none"><li>• Able to deal with confidential information appropriately.</li></ul>                                                                                                                      |
|                              | <ul style="list-style-type: none"><li>• Ability to undertake research and policy development.</li></ul>                                                                                                                          |
|                              | <ul style="list-style-type: none"><li>• Flexible and responsive to change, evaluating and formulating solutions.</li></ul>                                                                                                       |

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| <b>Experience:</b> | <ul style="list-style-type: none"><li>• Producing a range of high quality reports and documents.</li></ul>                  |
|                    | <ul style="list-style-type: none"><li>• Using complex information systems to produce, analyse and interpret data.</li></ul> |
|                    | <ul style="list-style-type: none"><li>• Presenting information to a variety of stakeholders.</li></ul>                      |



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|  | <ul style="list-style-type: none"> <li>Organising own work programme within guidelines and achieving specific objectives to timescales.</li> </ul>                   |
|  | <ul style="list-style-type: none"> <li>In creation and use of spreadsheets, word processing and presentation packages, database and spreadsheet packages.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Planning, research and analysis of information.</li> </ul>                                                                    |

|                     |                                                                                                                             |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <b>Educational:</b> | <ul style="list-style-type: none"> <li>Degree level or equivalent qualifications or substantial work experience.</li> </ul> |
|                     | <ul style="list-style-type: none"> <li></li> </ul>                                                                          |
|                     | <ul style="list-style-type: none"> <li></li> </ul>                                                                          |

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| <b>Special Requirements:</b> | <ul style="list-style-type: none"> <li>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).</li> </ul> |
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**Date Reviewed:**

**Updated:** November 2021