

Job Description and Person Specification

Role: Service Improvement and Governance Support Officer



Job Description

Job Title	Service Improvement and Governance Support Officer
Grade	Grade 6
Service	Adult Services
Reports to	Programme Delivery Manager
Location	Friargate
Job Evaluation Code	P1415D



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

1. Work as part of a team to deliver service development and improvement programmes and projects.
2. Promote and exemplify expertise in programme and project management, maintaining a focus on planned outcomes and benefits, placing the intended beneficiaries at the heart of your work.
3. Work flexibly to support delivery of Programmes and Projects across Adult Services
4. Demonstrate leadership in the delivery of assigned project activities within allocated workstreams.
5. Lead on the co-ordination of and compliance with governance and assurance processes, including risk management and health and safety.
6. Undertake programme office and project management lead role for Adult Social Care compliance and delivery of high standards with regard to the CQC Assurance Framework.

Main Duties & Key Accountabilities

Core Knowledge

- 1) Support the Improvement Team to ensure that programme and project planning, development and activity is coordinated and delivers planned outcomes and benefits in line with the Council's strategic objectives.
- 2) Develop and implement programme and project procedures to monitor and report on risk, change, benefits, finance and quality assurance.
- 3) Build, maintain and promote good working relationships, communicating effectively with key stakeholders, customers, suppliers, support teams and colleagues.
- 4) Work collaboratively with team members to ensure efficient and effective delivery of allocated project and programme activities
- 5) Undertake research, benchmarking, process mapping as required to develop understanding of the programme or project context.
- 6) Undertake data collection and data analysis to draw conclusions and prepare written reports to further the delivery of programme and project objectives
- 7) Assist with presentations, reports and sharing of information with Adult Social Care Management Team, internal and external forums and Cabinet Meetings, helping to ensure meetings are effective and well co-ordinated.
- 8) Support the Improvement Team in all aspects of service improvement and development, including creating and implementing systems and procedures.

- 9) Lead in ensuring Adult Social Care compliance with governance and assurance processes, for example Health and Safety reporting, Risk Register completion, Freedom of Information Requests and Complaints responses. Making suggestions for and implementing improvements to current processes and systems.
- 10)Continually seek to further the programme and project support offer to the Adult Services Directorate
- 11)Complete administrative tasks to support effective improvement and programme management delivery.
- 12)Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Various agencies, including voluntary sector, service providers and health organisations and members of the public and service users	Various stakeholders and Senior Managers and staff from a variety of Services

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:

N/A

Person specification

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Knowledge	
Knowledge and understanding of common programme and project management techniques	
Understanding of good practice in data management and safe-guarding practises and the importance of ensuring equal opportunities and promoting diversity.	
Basic awareness of core responsibilities involved in providing an inclusive and person centred adult social care service.	
An understanding of the importance of compliance with legislation and the use of governance and assurance processes	
Skills and Abilities	
Outcome focused - able to manage issues to planned outcome and identify further improvement opportunities with acuity, taking ownership of arising issues and demonstrating initiative in seeking resolutions.	
Strong research and data collection skills - able to plan data collection exercises and accurately present pertinent data and information to further project and programme objectives.	
Good inter-personal skills - emotionally intelligent and able to adapt communication to liaise with senior colleagues, external partners and internal teams as required.	
Excellent organisational and time management skills, the ability to work to tight schedules and deadlines and communicate effectively in relation to progress within allocated areas of responsibility.	
Demonstrable skill in the creation and use of spreadsheets, word processing, presentation packages, document management systems and remote working environments.	
Able to adapt to new ICT systems, quickly adopt new and digital ways of working and continually seek to enhance data security and productivity through effective use of digital systems.	
Ability to analyse financial and numerical data, performance information, and written information to draw accurate conclusions	
Ability to arrange, store and clearly present information in a variety of formats, as appropriate for the intended audience.	
Ability to plan and prepare a communication strategy and marketing materials to reach an external audience and capture all interested parties.	
Ability to work across teams and organisations to achieve corporate objectives and promote partnership working with other key stakeholders	
Experience	
Previous experience of data analysis and research, requiring accurate presentation of data and information in line with an assigned brief, sensitive to the intended audience.	
Previous experience of liaising with a wide range of individuals such as government departments, public sector professionals, commercial partners, voluntary and community sector and customers.	
Experience of working in service improvement and/or programme management environment.	

Qualifications
Educated to degree level or holder of an equivalent professional/ management qualification or relevant work experience, together with evidence of continuing personal development.
Special Requirements

Date Created	6 March 2024	Date Reviewed	6 March 2024
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