



Coventry City Council

Job Description

Post:	Service Improvement and Governance Support Officer	Job Number:	P1415D
Service:	Adult Services	Post Number:	tbc
Location:	Friargate	Grade:	6

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:

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.

Main Duties and Responsibilities:

- 1) Support the Programme Delivery 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 coordinated.

- 8) Support the Programme Delivery 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 response. 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.

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: No direct reports

Responsible to: Programme Delivery Manager, Adult Services

Date Reviewed: 4 June 2021

Updated: 4 June 2021



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Person Specification

Post:	Service Improvement and Governance Support Officer	Job Number:	
Service:	Adult Services	Post Number:	
Location:	Friargate	Grade:	6

Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Knowledge and understanding of common programme and project management techniques
	<ul style="list-style-type: none"> • Understanding of good practice in data management and safe-guarding practises and the importance of ensuring equal opportunities and promoting diversity.
	<ul style="list-style-type: none"> • Basic awareness of core responsibilities involved in providing an inclusive and person centred adult social care service.

Skills and Abilities:	<ul style="list-style-type: none"> • 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.
	<ul style="list-style-type: none"> • 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.
	<ul style="list-style-type: none"> • Good inter-personal skills - emotionally intelligent and able to adapt communication to liaise with senior colleagues, external partners and internal teams as required.
	<ul style="list-style-type: none"> • 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.
	<ul style="list-style-type: none"> • Demonstrable skill in the creation and use of spreadsheets, word processing, presentation packages, document management systems and remote working environments.
	<ul style="list-style-type: none"> • 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.
	<ul style="list-style-type: none"> • Ability to analyse financial and numerical data, performance information, and written information to draw accurate conclusions
	<ul style="list-style-type: none"> • Ability to arrange, store and clearly present information in a variety of formats, as appropriate for the intended audience.
	<ul style="list-style-type: none"> • Ability to plan and prepare a communication strategy and marketing materials to reach an external audience and capture all interested parties.



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	<ul style="list-style-type: none"> • Ability to work across teams and organisations to achieve corporate objectives and promote partnership working with other key stakeholders
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Experience:	<ul style="list-style-type: none"> • 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.
	<ul style="list-style-type: none"> • 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.
	<ul style="list-style-type: none"> • Experience of working in service improvement and/or programme management environment.

Educational:	<ul style="list-style-type: none"> • Educated to degree level or holder of an equivalent professional/ management qualification or relevant work experience, together with evidence of continuing personal development.
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Special Requirements:	
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