

Job Description and Person Specification



Job Description

Job Title	Children's Services Improvement Officer – Strategic Support		
Grade	7		
Service	Children's Services		
Reports to	Children's Services Improvement Team		
Location	Broadgate House, Coventry		
Job Evaluation Code	P1564D	Job Family	



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 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 support the Children's Service Improvement Manager in the delivery of improvement and transformation priorities and the implementation of plans and strategies across Children's Services.

To be responsible for leading and supporting on innovation funded projects and the submission of bids.

To work closely with the Children's Service Improvement Manager on the planning and preparation of inspection work across the service.

To provide strategic support to the Director of Children's Services and the Children's Services Leadership Team (CSLT), ensuring the timely response to case work enquiries from members of the public, MPs and elected members. To ensure adherence by CSLT with the political processes and workings of the City Council to enable senior managers to play a leading role in cross council, Corporate Leadership Team initiatives.

To work closely with the Children's Services Senior Leadership Team to ensure the smooth running of the service at a strategic level, working closely with key stakeholders and partners to ensure the delivery of the Children's Improvement /transformation priorities.

Main Duties & Key Accountabilities

Core Knowledge

- To work closely with the Director of Children's Services and Cabinet Member for Children's Services to implement Policy Decisions relating to Children's Services made by the Council.
- Working on own initiative, oversee the timely response to case work enquires made to the Office of the Director of Children's Services from members of the public members of parliament and elected members.
- To work closely with the Family Valued Programme Manager to provide project management support to the programme: supporting workstream leads; monitoring progress against the implementation plan; generating reports.
- Lead on the engagement and communication for Coventry Family Valued, develop a communication plan and ensure this is regularly updated. Support the roll out of the core training to embed restorative and relational practice.
- To work in partnership with other City Council teams, including communications, human resources, finance, performance and the transformation team to deliver strategic support to Children's Services to support the Improvement and transformation projects.
- The support the Children's Services Improvement Manager with the delivery of the Children's Services Strategic Plan. Establish systems for the smooth running of the Transformation, Improvement and financial agendas, in line with corporate requirements, producing relevant and

accessible Operational/Project plans and then working with managers to ensure these are translated into local action at the appropriate level.

- To undertake research, collate and gather information required for innovation projects, drafting the initial bid for submission under the direction of the Director of Children's Services.
- To work with the Children's Services Improvement Manager with the organisation and planning of forthcoming inspections, providing briefings; generating reports /liaising with local authorities re: benchmarking intelligence and supporting the delivery of the inspection.
- To work in Partnership with Strategic Leads and the Children's Services PA Team to oversee the work undertaken by the office of the Director of Children's Services ensuring the timely completion of work, adherence to deadlines and the improved effectiveness of the Service. Undertake complex diary management to ensure appropriate prioritisation of meetings for CSLT members.
- To establish and maintain appropriate information systems to improve the management of reputational risk, the Children's Services brand and to use data to support service delivery.
- To maintain a risk log relating to Children's Services to ensure that issues of concern are reported in a timely manner and that appropriate managers take action to reduce risk in the system, overseen by CSLT.
- On behalf of the Director of Children's Services coordinate meeting agendas ensuring the smooth running and note taking to ensure that actions are captured and completed in a timely fashion.
- Working on own initiative prepare reports and presentations for CSLT and elected members.
- To lead and co-ordinate the arrangements for the bi-monthly Children's Services Conference with support from colleagues within the Children's Services Improvement Team.
- To support the Children's Services Improvement Team with the delivery of learning and development events and activities; recruitment events; Service Performance Reviews; Quality Assurance Visits and Practice week as required.
- Support and sustain a customer service culture and demonstrate personal accountability for performance and excellence in service delivery.
- Foster innovation and new ways of working to transform and continually improve services.
- Represent the Director of Children's Services and members of CSLT at meetings as required.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies Partner organisations	All service areas in Childrens Services Human Resources Adults 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			
The role of Elected Members and managers in developing policy and performance within a local authority.			
Understanding of the role of Children's Services.			
The policy context and challenges for local authorities both at a national and local level.			
The performance framework for local authorities and Children's Services in particular.			
The role and range of responsibilities of operational managers and the range of support services such as Finance, HR, Information, Legal, etc.			
The financial frameworks for local authorities including service and financial planning cycles for local authorities.			
The role of Elected Members and managers in developing policy and performance within a local authority.			
Skills and Abilities			
The ability to cope in situations and work under pressure where there is an emotional demand arising from the work being undertaken.			
Highly organised and able to balance conflicting priorities and demands.			
Ability to design, implement and support organisational arrangements that facilitate the delivery of the organisation's values and goals.			
Ability to build relationships and influence managers and colleagues at all levels in the organisation and in partner organisations.			
Ability to communicate in writing and verbally with all relevant audiences, including senior managers, Councillors, partners and service users, in particular, the ability to present complex issues in a simple and clear format.			
Ability to manage multiple deadlines, priorities and competing demands.			
Ability to operate successfully with senior colleagues in a support role, building relationships and influencing managers and colleagues at all levels in the organisation and in partner organisations.			
Ability to work across organisational boundaries to achieve corporate objectives and promote partnership working with other key stakeholders.			
Good ability and use of IT to support the service.			
A proven track record of meeting strict timescales and deadlines.			
Ability to take personal initiative and respond independently to unexpected problems and work on own initiative.			

Ability to communicate clearly and effectively, both orally and in writing, including the preparation and presentation of reports, briefing notes and statistical information.
Experience
Experience of working with senior managers and/or elected members.
Experience of working in an administrative capacity with complex and sensitive information.
Project management experience and working with stakeholders.
Producing a range of high-quality reports and documents.
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. Create and use of spreadsheets, word processing and presentation packages database and spreadsheet packages.
Qualifications
Good general education to degree or equivalent standard with excellent numerical, verbal and written skills or ability to demonstrate equivalent experience.
Evidence of continuous personal and professional development.
Special Requirements
<p>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).</p> <p>The post holder will have access to very sensitive and personal data and therefore it is essential that the post holder understands the importance of confidentiality and the requirements regarding data protection.</p> <p>Must be able to work flexibly to meet the requirements of the service.</p>

Date Created	June 2021	Date Reviewed	January 2023
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