

# Job Description and Person Specification

Job Title: Children's Services  
Improvement Support Officer



## Job Description

<b>Job Title</b>	Children's Services Improvement Support Officer
<b>Grade</b>	5
<b>Service</b>	Children's Services
<b>Reports to</b>	Children's Services Improvement Manager
<b>Location</b>	Broadgate House, Coventry
<b>Job Evaluation Code</b>	L3933D



## 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

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. Be responsible for the monitoring and evaluation of progress against defined objectives

## Main Duties & Key Accountabilities

### Core Knowledge

1. To generate regular and ad hoc management reports across Children's Services using a range of data, information sources and systems to support managers with service planning, presentation and reporting of management data and performance intelligence.
2. To monitor management activities, including recording information; progress chasing, tracking actions; data processes and analytical problems requiring innovative solutions.
3. To review and update policy and procedures as required in conjunction with the Tri-x contract to ensure staff have the most up to date policy and procedures to support them in their practice.
4. Support colleagues within the Children's Services Improvement Team to deliver learning and development events and activities; recruitment events; Service Performance Reviews; Quality Assurance Visits; Practice Week; and the Children's Services Conference as required.
5. To undertake ad hoc projects across the service setting up processes; collating information from a range of sources; providing briefings; analysing information/ findings; and reviewing action plans.
6. Support the Principal Social Worker with a range of learning events throughout the year.
7. To carry out research, benchmarking, data collection and monitor trends and cost regarding financial performance to demonstrate continuous improvement.
8. To develop and undertake ad hoc surveys across Children's Services to support continuous improvement in the quality of services.

9. Support the preparation of reports, briefings and other responses for members, officers, agencies and organisations. Develop constructive relationships with these partners, and other key stakeholders.
10. Support and sustain a customer service culture and demonstrate personal accountability for performance and excellence in service delivery.
11. Foster innovation and new ways of working to transform and continually improve services.
12. Any other duties and responsibilities within the range of the salary grade.

## **Specific responsibilities**

### **Children's Service Improvement Support Officers – 2 FTE**

In addition to the above duties and responsibilities, the two full time postholders will be allocated a service area to provide dedicated specific support.

One postholder will provide dedicated support to: the **Help and Protection Service and the Social Work Academy** and the other postholder will provide dedicated support to: the **Looked After Children (Corporate Parenting and Practice) and the Quality Assurance Service**. Specific tasks will include:

- To update the workforce profile and organisational structures for designated area and provide workforce management information and reports as requested.
- To support managers with the onboarding of candidates and chasing up documentation as required.
- To provide further data analysis on the weekly service reports for managers within the designated service areas.
- To support designated service areas with preparation for Ofsted inspections e.g., generating reports/analysing data/presentations
- To undertake research and data analysis on specific transformational projects and monitor progress.
- To administer and manage the booking and attendance arrangements for Coventry Family Valued core training offer for Children's Services staff and partners.

### **Children's Services Improvement Support Officer- 0.5 FTE**

- To support and co-ordinate a robust out of hours service across adults, children, and housing.
- To provide support to the Emergency Duty Officers in terms of shift work and home working as required by the service
- To assist EDO's and managers in monitoring EDO activities and other performance requirements as required.
- Preparation of rotas and budgetary information /activity for the EDT service.
- Support the Principal Social Worker with the co-ordination and delivery of the monthly Practice Development Forums.
- Support the work associated with the Practice Hub.

## Key relationships

<b>External</b> Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies Partner organisations	<b>Internal</b>  All service areas in Childrens Services Human Resources Adults Services
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## 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:

<b>Staff managed by postholder:</b>  N/A
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## Person specification

<b>Job Evaluation Code</b>	L3933D
<b>Knowledge</b>	
Knowledge of the social care agenda for children and families	
Knowledge and relevant Children's Services legislation.	
Understanding of the City Council's Diversity and Inclusion Policy and a commitment to the One Coventry 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.	
<b>Skills and Abilities</b>	
Ability to take personal initiative and respond independently to unexpected problems and work on own initiative.	
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 and persuade 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 in the statutory, voluntary and court and private sectors.	



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.
<b>Experience</b>
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.
1. In creation and use of spreadsheets, word processing and presentation packages database and spreadsheet packages
2. Planning, research and analysis of information
<b>Qualifications</b>
Degree level or equivalent qualifications or substantial work experience
<b>Special Requirements</b>
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

<b>Date Created</b>	June 2021	<b>Date Reviewed</b>	March 2023
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