Planning, Policy and Process Officer

Grade 8

**Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

In Children and Families our aim is to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can. This report details the changes we have already made across the children and families system.

We will continue to build a strengths-based approach which will promote a culture of inclusion and support to enable children to achieve their best outcomes.

**About the Role**

The Planning, Policy and Process Officer plays a key role in facilitating, co-ordinating, monitoring and delivering timely plans, ensuring policies & procedures are reviewed, and supporting process re-design. The role sits within the Intelligence, Performance and Engagement Team working closely with colleagues who manage our data and arrange engagement opportunities with children and families.

Reporting Relationships

Responsible to: Projects and Improvement Manager

Key Accountabilities:

1. Co-ordinate and manage the policy, procedure and guidance database across the children and families’ system including scheduling and managing timely reviews. This is to enable oversight of items due for review and ensure reviews can be planned in sufficient time for items to be kept up to date.
2. Organize, co-ordinate and facilitate working groups to review/write policies as required to enable good practice, consistency and compliance with statutory responsibilities. Good quality, evidence based policies and procedures contribute to improved practice and aid accountability mechanisms.
3. Revise, improve and maintain templates and guidance associated with writing policies, processes, procedures and guidance. Ensure all relevant intranet pages and material are regularly reviewed and updated with changes/versions logged. To provide a clear, consistent and easy to follow formats and audit trails of changes.
4. Advise colleagues on, track and monitor the use of, appropriate processes for creating and implementing policies, procedures, and guidance. To ensure documentation is clear, accurate and is directed through the most appropriate governance route for quality assurance.
5. Engage with stakeholders restoratively to ensure consistent application of policies and procedures. Stakeholders are more likely to adopt and champion changes when they are meaningfully involved in their design.
6. Review and revise directorate documents ensuring they meet agreed standards and version control requirements and are effectively deployed including via the intranet. Ensure the latest versions of documents are readily available to colleagues and they are made aware of changes to existing documents.
7. Maintain a register of, and ensure a consistent and appropriate format/approach to, all documents that are to be shared externally with other agencies, local authorities, Elected Members and inspectors. A register will enable us to keep track of what’s shared and plan in reviews of multi-agency procedures and documents.
8. Horizon scan for future legislative and statutory changes and advise of potential opportunities and or threats. Anticipation of changes to legislation, national and local learning will aid forward planning ahead of changes.
9. Organize and co-ordinate the Business Planning cycle with service area leads. Develop associated plans and reports. Encourage and support leads to forward plan changes, prevent spikes in demand for change, helping to ensure policies, processes and guidance are kept up to date.
10. Analyse national, regional and local best practice across the children and family’s system, including inspection reviews and audits and implement improvements to maintain parity. This prepares us to make recommendations and implement continuous improvement based upon the latest available evidence to support good practice.

This post is designated as a casual car user.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Level 4 qualification in appropriate discipline or equivalent experience | A/I |
| **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**   * Demonstrable experience of process development and improvement * Demonstratable experience in developing and writing policy * Experience of working within a team both remotely and in an office environment * Significant experience of using complex computer-based management information systems * Advanced knowledge of a range of IT applications including Microsoft 365 and including database creation, queries and formulae * Experience of working constructively with partners and other agencies in a busy, complex and customer focussed environment. * Demonstrable experience of working under pressure and meeting tight deadlines * Experience of working within an inspection focussed area of work | A/I  A/I  A/I  A/I  A/I/T  A/I  A/I/T  A/I  A/I |
| **employer_small**  **employer_small**  **employer_small** | **Skills**   * Demonstrable written and oral communication skills at all levels and the ability to relate to a variety of people in different settings. * Ability to produce accurate, informative and user-friendly written reports * Time management skills including the ability to work under pressure and on own initiative * Ability to apply a project management approach to planning, progressing and monitoring change. * Flexible and friendly approach - ability to respond positively to changes in allocation of work at short notice and plan, prioritise and organise workloads including to colleagues * Substantial ICT skills with the ability to operate and maintain computer-based information systems including ensuring data quality * Accurate with great attention to detail   This post is designated as a casual car user | A/I  A/I  A/I  A/I  A/I/T  A/I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, contact the

Talent & Resourcing Team 01785 278300