

Continuous Improvement Assistant (IPET) Grade 5

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.

Directorate Purpose

The Children and Families (C&F) Directorate leads our council's statutory responsibilities for children and young people's education, care, and wellbeing. We use a 'whole system' approach to ensure the right mix of support from professionals, the voluntary sector, communities, families, and friends enable children, young people and their families can reach their full potential.

The vision for Children and Families is to create one system, that places children and their families at the heart of all we do. Where support is required for some families, access to this will be local, accessible, make a difference and specialisms will work to enhance those offers.

Service Purpose

The Improvement, Performance and Engagement Team (IPET) is a multi-disciplinary team whose purpose is to turn information into intelligence to improve outcomes for children and families.

Role purpose:

As a Continuous Improvement Assistant you will support IPET members in the delivery of high-quality and well planned improvement and assurance activity designed to improve the outcomes of children, young people and families.

The post holder will support delivery across the Children and Families directorate to achieve our one-system vision by collating, interrogating and supplying information for monitoring and reporting purposes.

Reporting Relationships

Responsible to: Continuous Improvement Officer

Key Accountabilities:

1. Contribute to the work of the Improvement, Performance and Engagement Team through working collaboratively and constructively with colleagues to deliver against priorities and ensure team processes are followed.
2. Assist in the administration, collection, collation and presentation of quantitative and qualitative data for a range of purposes including performance monitoring, budget management and statutory returns using a range of systems.
3. Organise assurance activity and events on behalf of the team including allocation of audits, arranging refreshments, booking rooms, publicity, responding to enquiries, maintaining databases of activity, attendance and registration.

4. Manage documentation on SharePoint to ensure compliance with governance arrangements and maintain appropriate filing systems.
5. Undertake regular data cleansing, data validation and cross referencing to ensure the accuracy of data for reporting, uploading and migration activity. This will include testing of system changes.
6. Support colleagues to be able to meet their data needs & guidance through self-service. Support the development of guidance if required.
7. Contribute to and undertake the timely preparation and delivery of research and statutory returns.
8. Support the running of participation activity to ensure that the voice of the child/family is recognised in the design of improvements (this may include occasional attendance at events in the evening or weekend).

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council's 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

Minimum Criteria for Disability Confident Scheme	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • A Level 2 qualification (e.g. NVQ 2) in an appropriate discipline e.g. Business Administration or equivalent relevant experience. • Willingness to undertake further system-specific training as required. 	<p>A&I</p> <p>A&I</p>
  	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of using/collating/ inputting/ reporting data and using data tools and systems. • Experience of working with information sharing protocols and data protection compliance. • Experience of developing, implementing and modifying procedures and systems. • General knowledge of the public sector and operating constraints. • Ability to work in a complex environment and across organisational boundaries; influencing and negotiating with others to ensure that deadlines are met. • Experience of using Office 365 and IT systems to gather, analyse and present information. 	<p>A&I</p> <p>A&I</p> <p>A&I</p> <p>A&I</p> <p>A&I</p>

	<p>Skills</p> <ul style="list-style-type: none"> • Ability to utilise O365 and a range of applications including Power BI. • Good organisational skills with the flexibility to meet tight deadlines and adapt to changing workload demands. • Excellent communication skills including the ability to prepare and present reports. • Strong numerical skills and attention to detail. • Commitment to excellent customer service and the delivery of high quality services. 	<p>A&I</p> <p>A&I</p> <p>A&I</p> <p>A&I</p> <p>A&I</p>
	<p>This post is designated as a casual car user</p>	



Where a disabled candidate 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 Jobcentre 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, please contact the Talent & Resourcing Team on 01785 278300