Continuous Improvement Officer (IPET)

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.

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 one of our Continuous Improvements Officers (CIO) you will work as part of a team to support the continuous improvement and assurance of services across the children and families system and progressing initiatives.

The post holder will support the development, design and delivery of processes and improvement projects. You will develop strong and effective relationships with colleagues and partners to deliver improvement that improves outcomes for service users and supports us to achieve our one system vision.

This is a key role in continuing to improve the quality and efficiency of our services to improve the outcomes of children, young people and families.

Reporting Relationships

Responsible to: Continuous Improvement Manager

Responsible for: Continuous Improvement Assistant

Key Accountabilities:

1. Support the Continuous Improvement Managers in the delivery of improvement projects and initiatives to deliver against directorate priorities.
2. Provide advice and guidance to managers and leaders to set up projects, produce and maintain project or procedural documentation, and monitor project delivery.
3. Develop strong and effective relationships with colleagues and partners to deliver improvement that improves outcomes for service users and supports us to achieve our one system vision.
4. Manage, coach and support the Continuous Improvement Assistants to develop their skills and ensure alignment of workload to priorities.
5. Play an active role in the development and implementation of the quality assurance framework through the allocation of audits, regular planned review of documentation, supporting self-evaluation activity, and management of evidence banks for inspection.
6. Utilise story telling techniques to detail practice examples, to highlight issues, promote positive practice and support consistency.
7. Promote co-production; organise and facilitate the collection of feedback from stakeholders (including children, young people and their families) at events and forums (some of which will be held at evenings or weekends).
8. Complete quantitative and qualitative analysis with summarised findings presented to help management make evidence-based decisions to improve practice.
9. Support the development of processes through process mapping and analysis and the production or review of associated policies and procedures (ensuring compliance with governance arrangements).
10. Complete case study reviews and ad-hoc research to agreed timescales.
11. Support IPET to provide audit trails, reports and control mechanisms by collecting, collating data relating to continuous improvement activities, policies and procedures, audits, projects, risk, progress and exception reporting.
12. Comply with statutory and regulatory requirements, including GDPR in relation to data, service usage and performance measurement and reporting.

**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

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| **Minimum Criteria for Disability Confident Scheme** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Educated to A-Level standard or equivalent experience * Willing to take active responsibility for own development | A  A |
| **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**   * Familiar with the principles, methods, techniques and tools of project management, continuous improvement, or quality assurance methodologies. * Ability to aggregate, analyse and report information in a coherent way to support reporting and improvement activity. * Ability to build credible relationships and networks with stakeholders and managers from varying backgrounds. * Experience of and ability to contribute to and facilitate workshops, meetings, etc * Ability to identify underlying issues and knowledge of how to help people develop positive solutions. * Able to demonstrate being self-sufficient, occasionally requiring local support, and ability to deal with conflicting demands. * General knowledge of the public sector (it is desirable to have experience in local government children’s services in particular) * Experience of using O365 and IT systems to gather, analyse and present data and information | A/I  A/I/T  A/I  A/I  A/I  A/I  A  A/I/T |
| **employer_small**  **employer_small**  **employer_small** | **Skills**   * Good data analysis skills. * Good communication (verbal, written, listening) and interpersonal skills. * Able to build good working relationships and maintain confidentiality. * Good time management and organisational skills * A team player with a strong can-do attitude with a focus on delivery and emotionally resilient to setbacks. * Sound ICT skills including Office 365. | A/I  A/I  A/I  A/I/T  A/I  A/I |
|  | This post is designated as a casual car user |  |

employer_smallWhere 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