

Continuous Improvement Manager (IPET)

Grade 10

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 within the Children and Families Directorate whose purpose is to turn information into intelligence to improve outcomes for Children and families.

Role purpose:

As one of our Continuous Improvement Managers (CIM) you will work as part of a team to support the Continuous Improvement Partners (CIP) in providing guidance and support on continuous improvement activity across the Children and Families system; and ensure that we are joined up in delivery. You will also take the responsibility for the delivery of a discrete area of the team's operations such as policy and procedure management, project management approach, or auditing.

The post holder will play an important role in the development, design and delivery and quality assurance of major change and improvement programmes. You will develop strong and effective relationships with directorate colleagues, senior colleagues and partners to ensure we deliver continuous improvement the improves outcomes for service users and supports us to achieve our one system vision.

This is a pivotal role in ensuring we continue 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 Partner

Responsible for: Continuous Improvement Officer(s)

Key Accountabilities:

1. Support the Continuous Improvement Partner in the management and development of the function.
2. Lead an aspect of the development and delivery of quality assurance and improvement.
3. Coach, manage and develop team members ensuring they are fully aligned and focused on delivering Directorate priorities and ensuring a culture of continuous improvement and coproduction.
4. Develop and implement the quality assurance framework in a discrete area of the directorate, supporting and co-ordinating auditing, inspection preparation and readiness to ensure processes are robust and evidence is up to date.
5. Highlight areas of positive practice to support consistency. When areas for improvement are identified, support a root cause analysis, prioritisation and plan to address findings (this may include refinement of procedures, system changes, training and communication with the workforce).
6. Promote the voice of the child, their family, our workforce, and partners in any evaluation of a service or design of improvements. Facilitate stakeholders and support the collection of feedback from children and young people at events and forums if required (some of which will be held at evenings or weekends).
7. Complete complex analysis on priority areas to produce reports that help management to make evidence-based decisions to improve practice. This will include quantitative and qualitative data analysis, process mapping, investigating shortfalls and identifying areas for improvement and innovation in service delivery to improve outcomes.

8. Lead the development and delivery of system processes, forms, technical specifications and associated guidance. Documenting changes through the agreed change control processes and ensuring alignment with statutory reporting.
9. Use reflective learning from inspections, reviews and audits to improve continuous practice, performance and commissioning outcomes across children and families.
10. Provide high challenge and support to managers and senior leaders to support continuous improvement. This includes ensuring projects are appropriately documented, evaluated and reported with risks escalated.
11. Support the development and embedding of confidence, skills and tools to foster a culture of continuous improvement across Children and Families.
12. Ensure compliance with statutory requirements and best practise methodologies, including GDPR and regulatory compliance in all areas across the Childrens and Families system.
13. Keep up to date with continuous improvement and project management developments, research and good practice including attending relevant conferences and seminars to ensure the service is optimally efficient.

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
	Qualifications/Professional membership <ul style="list-style-type: none"> A Level 6 (Degree) or equivalent, professional qualification or other evidence of considerable analytical abilities/experience. Qualification or experience in Project Management or Continuous Improvement (or a commitment to work towards). Demonstrate commitment to continuing professional development. 	A&I A&I A&I
   	Knowledge and Experience <ul style="list-style-type: none"> Demonstrable experience in continuous improvement and managing projects, ideally within a public sector or children's services environment. Experience of managing teams directly and through matrix management and motivating staff and colleagues to achieve maximum potential, ideally in an analytical/advisory environment. Experience of leading and implementing improved system design to support efficient and legislatively compliant pathways and processes. Project/Programme Management experience; managing change and achieving targets within prescribed timelines (ideally within a Childrens environment). Knowledge of public sector, social care and health or NHS policy, services, best practice and legislation. Knowledge and experience of deploying successful quality assurance frameworks and data quality mechanisms 	A&I A&I A/I/T A&I A&I



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