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## Job Profile

<b>Provisional Job Title:</b> Service Development, Policy & Projects Officer – Children’s Services	<b>Grade:</b> PO1-PO3
<b>Section:</b> Performance and Improvement	<b>Department:</b> Children’s
<b>Responsible to:</b> Head of Performance and Improvement	<b>Responsible for:</b>
<b>Post Number/s:</b>	<b>Date</b>

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**  
 This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

This post is located within Wandsworth’s Children’s Services and remains accountable solely to Wandsworth Council as Richmond and Kingston have a separate independent organisation (Achieving for Children) delivering children’s services.

**Job Purpose:**

- Play an active role in the development of the Department’s key strategies policies, facilitating the service development, partnerships and governance activity required to ensure that these strategies and policies are realised.
- To have oversight of and carry out research on relevant national, regional and local policy developments.
- Seek feedback on services, benchmark performance and research good practice to provide evidence and recommendations which inform commissioning and drive innovation and transformation.
- Develop and sustain strong and productive relationships with stakeholders in both Boroughs to inspire confidence and provide assurance in service delivery and impact.
- Providing project management support to change programmes and short life projects such as changes in legislation, service review, peer review or inspection preparation
- To analyse and act on performance data translating this into service improvement plans working with operational management in the delivery of these.
- As part of the Performance and improvement function within Children’s, play a key role in promoting and embedding a culture of innovation, continuous improvement and enterprise that challenges existing practice and develops new, more effective means of improving service outcomes.



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### **Specific Duties and Responsibilities:**

- To work with a range of stakeholders to develop high quality strategies, policies and plans that articulate and align activities for the Children's Services.
- To support the Head of Performance and Improvement in coordinating and managing all policies and strategies within the department ensuring that they are up to date.
- To provide briefings for senior managers, elected members and others regarding key policy developments at a national and local level.
- To participate in the development and implementation of key plans and strategies such as the Children's Plan, playing a key role in setting the agenda for key strategic partnerships or other governance arrangements which are accountable for such plans.
- To contribute to the Department's understanding of the national, local and organisational context in which Children's Services operate to facilitate decision making, service transformation and commissioning.
- To coordinate and work with senior officers to achieve agreement on the Council's responses to national agendas, initiatives and consultations.
- To support key political processes, contributing to the quality, clarity and consistency of the Department's interactions with elected members and senior officers.
- To coordinate bids for external funding as it becomes available to support the Department's outcomes and lever in additional resource.
- To contribute to preparations for external inspection frameworks, including quality assurance of documentation, communicating with stakeholders and the tracking of service improvement activity arising from completed inspections.
- Act as a key point of contact during inspections, working as a team which ensures that demands are responded to and that progress and issues are effectively communicated to stakeholders.
- To provide advice and expertise on consultation, engagement and co-design.
- To analyse data and develop and implement systems to evaluate whether practice is being followed and whether outcomes are being met and to support and work with operational staff in the delivery and management of improvement plans.
- To coordinate and have oversight of the equalities workstreams across the department. To ensure issues of diversity and equality inform service development and changes, ensuring that statutory responsibilities are met.
- To contribute as required to change programmes within the service and to provide project support, including the development of business cases, PIDs and project plans, to these.
- To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
- To advise and support managers on relevant matters affecting the service.



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## **Progression criteria**

### **PO1**

- Provides support to senior staff on more complex or cross cutting reviews / projects.
- Monitors national, regional and local policy, legislation and guidance relevant to Children's Services.
- Understands the Council's consultation process and supports senior staff in undertaking consultation and/or responding to external consultations.
- Has an understanding of the Ofsted ILACS framework and keeps abreast of inspection outcomes. Supports the team to collate documents ahead of Ofsted inspections or external reviews.

### **PO2**

- Takes a collaborative role in complex policy developments / service reviews / projects
- Works on his/her own initiative to develop meeting agendas for project board etc.
- Identifies areas of national, regional and local policy, legislation and guidance key to the Department's strategic objectives, and can brief senior staff on their implications.
- Can accurately advise staff in Children's Services, and across the Council, of the consultation process.
- Can draw out key themes from Ofsted inspections and takes initiative to brief senior staff on those relevant to the Department. Proactively identifies documents required in preparation for Ofsted inspection or external reviews.

### **PO3**

- Makes recommendations for and supports the development of areas of policy / review / project expertise. Ensures that the service head and manager is kept fully abreast of changes or developments and practice is amended to reflect these.
- Highly knowledgeable of the national, regional and local political and legislative landscape for Children's Services, including those that are complex and cross cutting, understanding the full implications for the Council, including Departments outside of Children's Services. Makes recommendations for service improvement.
- Can proactively lead on identifying consultation opportunities in the Council, engaging the full range of stakeholders, including co-design with children and young people.
- Supports the Head of service in translating key themes identified from Ofsted inspection outcomes into project plans or recommendations for the Department where relevant. Works with senior staff to prepare for inspection or external reviews.

## **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the Councils.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

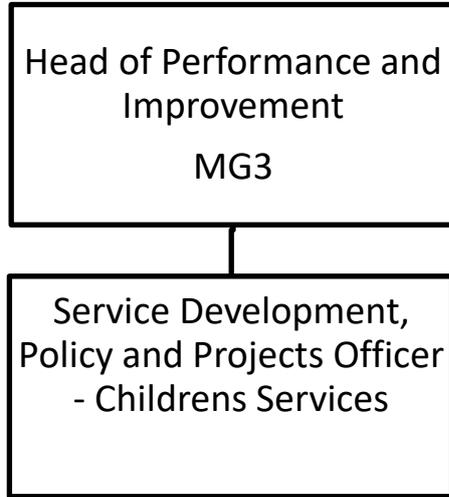
## **Additional Information - None**



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**Current team structure**



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**Our Values and Behaviours<sup>1</sup>**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

- taking responsibility and being accountable for achieving the best possible outcomes
- a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

<sup>1</sup> These values and behaviours will be developed further as the SSA becomes established.



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<b>Requirements</b>	<b>Assessed by A &amp; I/ T/ C</b>
<b>Knowledge</b>	
Of legal and policy framework for children's services	A/I
Of project management techniques and tools	A/I
<b>Experience</b>	
Of introducing and managing change	A/I
Of Project Management methods, systems and techniques	A/I
Of Children Services (Social Care, Education or Early Help) policy or project / change management	A/I
<b>Skills</b>	
Strong interpersonal skills and the ability to maintain good relationships and influence	A/I
Excellent written, verbal and presentation skills	A/I
Ability to interpret, analyse and present data to a variety of audiences	A/I
Ability to write clear and concise reports with recommendations	A/I
Ability to carry out projects both independently and as part of a team and to organise work to meet the requirements set by the work programme	A/I
Ability to demonstrate an understanding of equal opportunities and why it is important in planning and policy development and service delivery	A/I
<b>Qualifications</b>	
Educated to degree level or equivalent or work experience demonstrating graduate level ability	A