

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Policy and Executive Support Lead	Grade: MG1
Section: Policy and Improvement Team	Directorate: Children’s Services
Responsible to following manager: Head of Policy and Improvement – Children’s Services	Responsible for following staff: <ul style="list-style-type: none"> • 7x FTE Personal Assistants and Executive Support
Post Number/s:	Last Review Date:

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

There is an expectation that all management in Children’s Services Business and Resources are visible, and this is especially true of Assistant Director roles. This is not a home based role and it is expected that the employee averages over 2.5 days per week in the office or community.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- To manage and lead a high performing team of policy and executive support officers that support the development, delivery, and implementation of directorate strategies, directorate priorities, service transformation programmes and political manifesto commitments by ensuring that the highest quality information gathering, data understanding, report writing, project management and senior leadership support expertise are available to the directorate.
- The role must ensure that the directorate’s strategic and statutory responsibilities are met while driving innovations and embracing technologies to ensure that Wandsworth Children’s Services is at the forefront of leading practices nationally.
- The post holder must lead and develop a team that works directly with executive directors, directors, other senior management, and service management teams to draw on data, management knowledge, management requirements and other information sources to create strategic and operational reports and recommendation that allow management to develop their vision and strategies for the services into the future.
- To develop and sustain strong and productive relationships with key partnerships and stakeholders across the Richmond and Wandsworth Better Service Partnership to inspire confidence and provide assurance in service delivery and impact.
- To ensure that children and families are at the heart of any improvement and transformation work and that they are considered first and foremost while engaging with all relevant partners, stakeholders and communities.
- To continuously monitor and stay abreast of any national, regional, and local policy developments so that any agreed or proposed changes are understood and communicated to Children’s Services senior management, service managers and elected members to inform decision making and service planning and development.
- To ensure that the Executive Director of Children’s Services is always supported with policy and performance knowledge and expertise. To directly provide sophisticated and well-presented reporting to the Executive Director that enables them to work at pace and drive and lead Children’s Services to deliver outstanding services.
- To maintain oversight of external inspection frameworks. To lead on planning for inspections and to effectively manage the inspection process, it is essential that resourcing requirements for inspections are well planned, communicated, and co-ordinated so that inspections run at a very high standard.
- To manage and ensure that the Personal and Executive Assistant functions operate at a very high standard and enable senior management to function with the pace and effectiveness required to deliver outstanding services for our children and families.

Specific Duties and Responsibilities

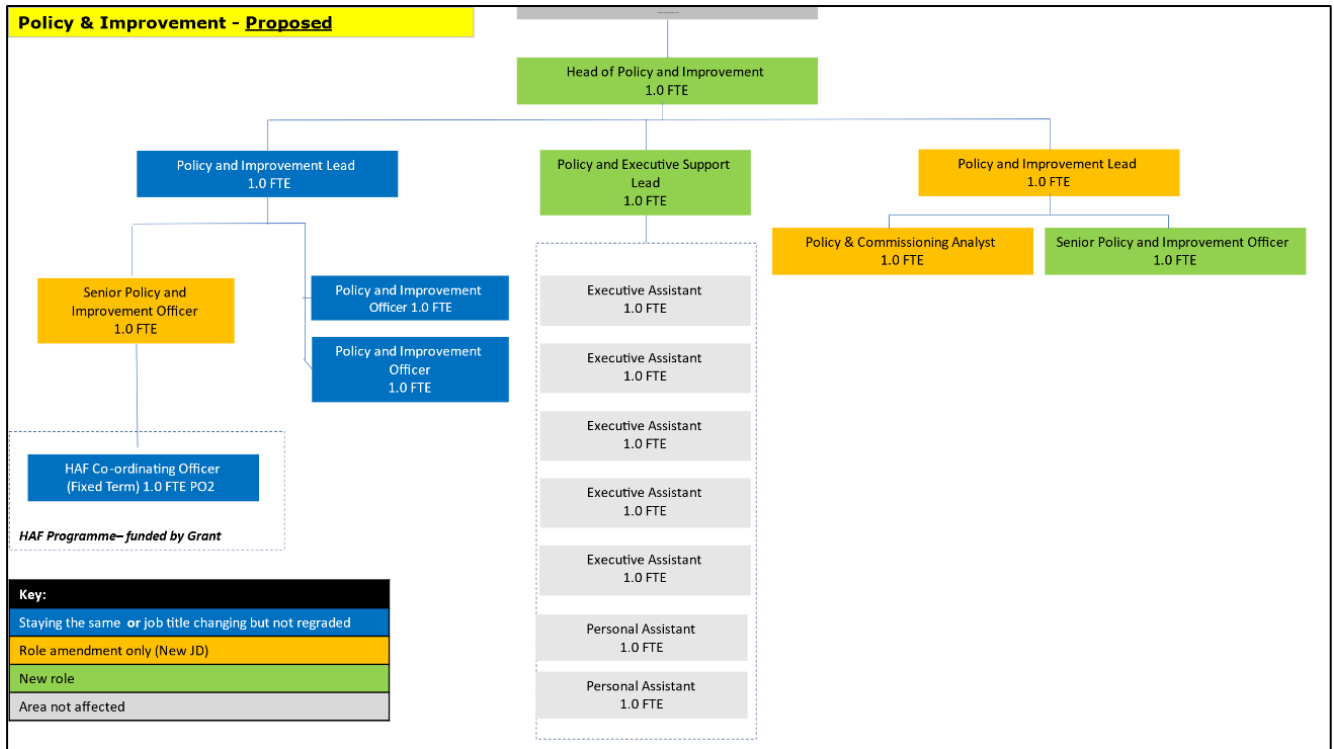
1. To lead, co-ordinate, develop and deliver transformation projects within Children’s Services and, where strategically required, across the council. To ensure resources are available to provide advice and expertise on consultation, engagement and co-design of the projects
2. To specifically ensure that the Executive Director of Children’s Services and close and constant support for report writing, blogs, policy expertise and briefing papers. To offer the wrap around administration, report writing, reporting presentation design and policy expertise needs to allow them to lead and drive outstanding services for children’s and families in the borough.
3. To ensure that any strategies or transformation projects undertaken are implemented to an agreed project delivery timelines / deadlines. That timescales are clearly tracked within a project plan with risks, mitigation, and any cost implications made clear.
4. To be able to write exceptionally well, including a report and story telling style.
5. Responsible for working with services to develop the annual service plans and monitoring that objectives are met.
6. To ensure that a high level of support is provided to heads of services, assistant directors, directors, and executive directors to effectively manage calendars, schedules, scheduling meetings, co-ordinating travel arrangements and preparing reports and presentation and conducting research on behalf of senior leadership.
7. To ensure that the team have the ability to work with discretion, confidentiality and professionalism due to the close working relationship with senior leadership.
8. To manage and advise upon political processes, ensuring quality, clarity and consistency in the Department’s interactions with elected members and senior officers.
9. To ensure issues of diversity and equality inform service development and changes, including strategic advice and guidance on meeting statutory responsibilities.
10. To create high quality reporting for managers that draws on all available information, data, service user input, professional expertise and manager insight.
11. The team will be expected to help organise special events or special project include organising logistics and other operational activities.
12. To manage Policy and Improvement Officers, Executive Assistants and Personal Assistants within the Policy and Improvement team, including the recruitment, appraisal, performance management and development of these staff.

13. To ensure the team manage the communications of key company executives, including prioritising emails and phone calls, gathering documents to prepare for meetings and coordinating travel arrangements.
14. To identify and organise appropriate resources to effectively bid for and secure external funding as it becomes available to support the Department’s outcomes and lever in additional resource.
15. Ensure that policy and improvement leads, personal and executive assistants embrace all available council provided technology to enhance productivity, freeing up time to do undertake more value add tasks; reviewing, reporting and planning as required.
16. The team will frequently be participating in senior leadership meetings, taking meeting minutes and follow up and actions items to help ensure that tasks are completed in a timely manner.
17. The team with act as gatekeepers for the senior leadership team, screening calls, visitors and managing incoming requests and prioritising the assistant directors, directors and executive directors’ time.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond & Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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 both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Richmond and Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Wide ranging knowledge and understanding of policy developments in Children's and related services, including the wider context in which local government operates.	X		A/I
Knowledge and understanding of external inspection frameworks which impact upon Children's Services with experience of managing or supporting inspections.		X	A/I

knowledge of the wider context within which local government operates (including commissioning) and ability to develop appropriate local responses		X	A/I
Experience	Essential	Desirable	Assessed
Extensive experience of management of children and families or similar statutory services		X	A/I
Significant experience in policy and service development		X	A/I
Experience of operating in a political environment, recognising and handling in an appropriate manner, confidential or sensitive information and distinguishing between political and non-political activities.		X	A/I
Experience of successfully managing own workload and that of others in an environment where deadlines and priorities frequently change and are often conflicting	X		A/I
Significant prior experience working at a senior, strategic level within a public sector body	X		A/I
Proven ability in providing efficient management of and accountability for staff, including recruitment, development and management of poor performance	X		A/I
A track record of working as part of cross-functional project teams, and ability to manage the delivery of cross-functional project teams via matrix management.	X		A/I
Evidence of using an innovative and imaginative approach and the ability to identify new options for service development	X		A/I
Experience of inter-agency and multi-disciplinary working at a senior level		X	A/I
Experience and understanding of complex governance and including leading and supporting successful strategic partnerships	X		A/I
Skills	Essential	Desirable	Assessed
Ability to communicate effectively and authoritatively both orally and in writing, with councillors, officers, partner organisations and the public	X		A/I
Pursues creative and new ideas to provide solutions to complex problems	X		A/I
Is an authentic and inspiring leader, able to build inclusive and high-performing teams		X	A/I
Evidence of excellent interpersonal negotiation and influencing skills with the ability to establish positive working relationships with staff at all levels, corporate colleagues, elected members and external organisations.		X	A/I

Demonstrable resilience and flexibility of approach and is able to manage uncertainty and ambiguity for themselves and others	X		A/I
Proven ability to provide active challenge to assumptions and processes to ensure they are fit for purpose		X	A/I
Proven strong ability to absorb, interpret and adapt different sources of information to develop credible proposals and solutions	X		A/I
Ability to accurately analyse numeric, financial, textual and performance data and present your findings in a clear and coherent way to a variety of audiences.	X		A/I
Ability to work at pace, juggle priorities, and assimilate new information quickly, and ability to make sound decision and judgements under pressure.	X		A/I
Extremely well developed report writing and report presentation design skills	X		A/I
Experience of managing a complex workload, achieving targets and responding flexibly to changing needs and priorities, with limited supervision	X		A/I
Qualifications	Essential	Desirable	Assessed
Educated to degree level in a related subject area or equivalent through work experience		X	A/I
Evidence of continuing professional and / or technical development		X	A/I

A – Application form / CV

I – Interview

T – Test

C - Certificate