

# Job Profile comprising Job Description and Person Specification

## Job Description

<b>Job Title:</b> Senior Policy, Project and Improvement Officer	<b>Grade:</b> PO5
<b>Section:</b> Policy, Project and Improvement	<b>Directorate:</b> Children's Services
<b>Responsible to following manager:</b> Policy, Project and Improvement Lead	<b>Responsible for following staff:</b> None
<b>Post Number/s:</b>	<b>Last review date:</b>

### 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.

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

- 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.
- 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.

- 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 work 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 SSA 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 support the development of sufficiency strategies with clear recommendations that delivers on directorate’s sufficiency requirements.
- To support sufficiency planning by working closely with social care, SEND, Education, admissions, schools and placement providers within the borough and nationally.
- To support pricing negotiations with independent providers of social care and Education / SEND placements.
- To support the directorate with all external inspection frameworks. To plan for inspections and to support the effective management of 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.

**Specific Duties and Responsibilities**

1. To support (lead where appropriate), 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 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.
3. Responsible for working with services to develop the annual service plans and monitoring that objectives are met.

4. 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.
5. To work with discretion, confidentiality and professionalism due to the close working relationship with senior leadership.
6. To ensure issues of diversity and equality inform service development and changes, including strategic advice and guidance on meeting statutory responsibilities.
7. To create high quality reporting for managers that draws on all available information, data, service user input, professional expertise and manager insight.
8. The team will be expected to help organise special events or special project include organising logistics and other operational activities.
9. 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.
10. The team will frequently be participating in senior leadership meetings and can be required to take meeting minutes and follow up and actions items to help ensure that tasks are completed in a timely manner.

### **Generic Duties and Responsibilities**

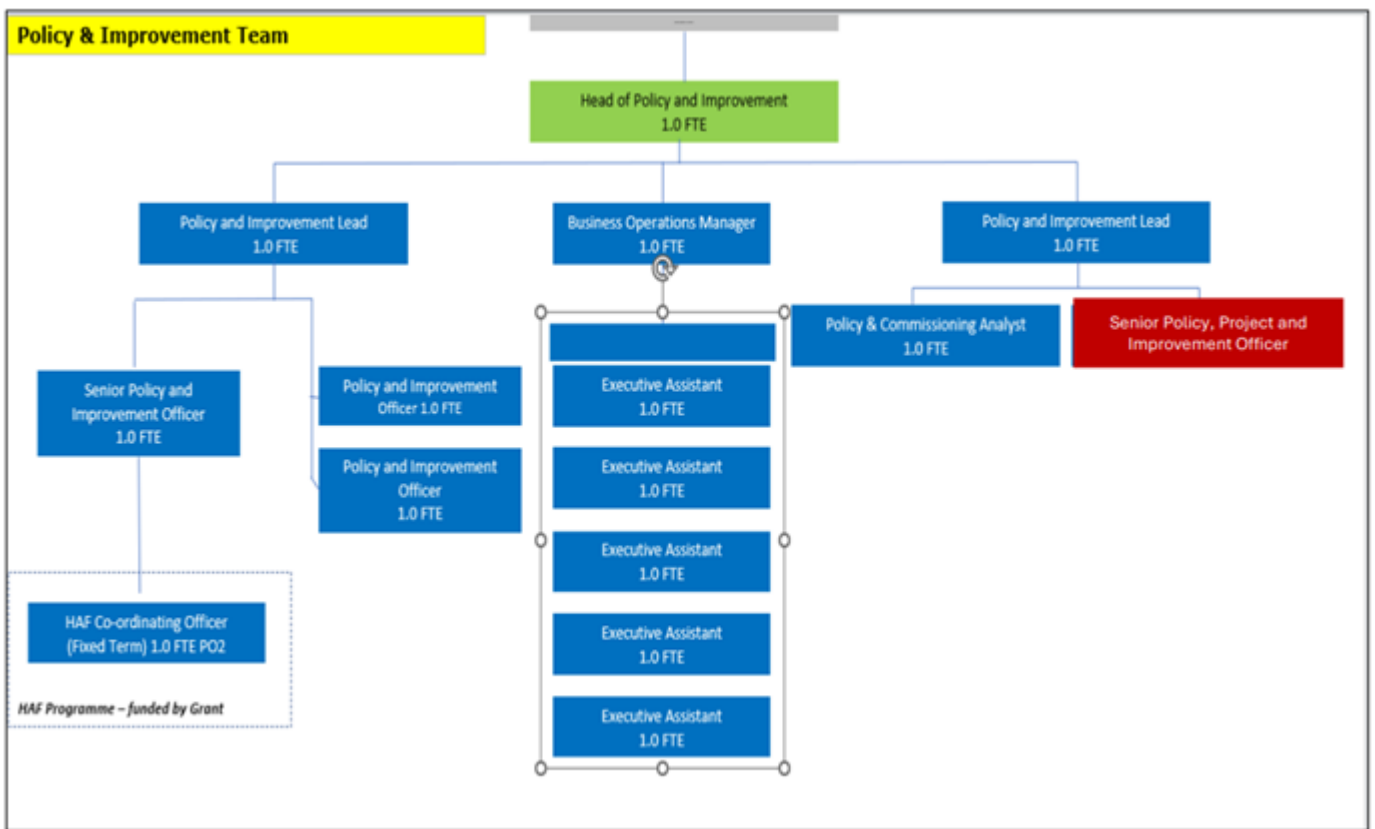
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements 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.

**Additional Information**

- There is an expectation that all policy, project and improvement staff are visible and working alongside services extremely closely and engaged with senior management. Therefore, it is important that this post holder averages over 2 days per week in the office or community.

**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/T
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/T
Experience	Essential	Desirable	Assessed
Proven experience of working within children and families or education or similar services		X	A/I/T
Experience in policy and service development		X	A/I/T
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/T
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/T
A track record of working as part of cross-functional project teams, and the ability to lead the delivery of cross-functional project teams where appropriate.	X		A/I/T
Evidence of using an innovative and imaginative approach and the ability to identify new options for service development		X	A/I/T
Experience of inter-agency and multi-disciplinary working		X	A/I/T
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/T
Pursues creative and new ideas to provide solutions to complex problems	X		A/I/T
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/T

Demonstrable resilience and flexibility of approach and is able to manage uncertainty and ambiguity for themselves and others	<b>X</b>		<b>A/I/T</b>
Proven ability to provide active challenge to assumptions and processes to ensure they are fit for purpose	<b>X</b>		<b>A/I/T</b>
Proven strong ability to absorb, interpret and adapt different sources of information to develop credible proposals and solutions	<b>X</b>		<b>A/I/T</b>
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.	<b>X</b>		<b>A/I/T</b>
Ability to work at pace, juggle priorities, and assimilate new information quickly, and ability to make sound decision and judgements under pressure.	<b>X</b>		<b>A/I/T</b>
Experience of managing a complex workload, achieving targets and responding flexibly to changing needs and priorities, with limited supervision	<b>X</b>		<b>A/I/T</b>
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Educated to degree level in a related subject area or equivalent through work experience		<b>X</b>	<b>A/I</b>
Evidence of continuing professional and / or technical development		<b>X</b>	<b>A/I</b>

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**