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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 Services
<b>Responsible to:</b> Strategy and Policy Manager	<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 a partnership role between the SSA and SWL Integrated Care Board and is located within Wandsworth’s Children’s Services and remains accountable to Wandsworth Council for terms and conditions and jointly responsible for work plan, outputs and outcomes to Wandsworth Council and SWL ICB.

- Job Purpose:**
- Play an active role in the development of the key strategies and policies, facilitating the service development, partnerships and governance activity necessary to develop and deliver a joint LA and ICB approach to support the health of children, young people and their families across SWL.
  - 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 across SWL to inspire confidence and provide assurance in service delivery and impact.
  - Providing project management support to change programmes, service developments 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.
  - Manage governance processes for delivery, including initiation stage, stage plans, highlights reports, and exception reports
  - Develop and manage project communication plans.
  - Identify opportunities for further service improvements or cost improvement initiatives
- As part of the performance and improvement function across Health and Social Care, 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.

**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 in Health and Social Care
- To support the Deputy Director, Quality and Nursing (ICB) in coordinating and managing all policies and strategies ensuring that they are up to date.
- To provide briefings for senior managers, executive boards, elected members and others regarding key policy developments affecting SWL ICB
- To participate in the development and implementation of key plans and strategies such as the Joint Forward 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 ICB/LA understanding of the national, local and organisational context in which services for Children operate, to facilitate decision making, service transformation and commissioning.
- To coordinate and work with senior officers and clinicians to achieve agreement on ICB/LA responses to national agendas, initiatives and consultations.
- To support key governance processes, contributing to the quality, clarity and consistency of the interactions with executive officers.
- To coordinate bids for external funding as it becomes available to support the ICB/LA outcomes and lever in additional resource.
- To contribute to preparations for external inspection frameworks (CQC/Ofsted), 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 and health disparities workstreams across the ICB/LA. To ensure issues of diversity and equality of access inform service development and changes, ensuring that statutory responsibilities are met.
- To contribute as required to change programmes within SWL 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 children's focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
  - To ensure that clinicians, health and wellbeing system colleagues, directors, senior managers and commissioners have the right information and advice to inform effective strategic decision making.
- To advise and support managers on relevant matters affecting the service.

### **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 across Health and Social Care
- Understands the ICB/Las consultation and engagement processes and supports senior officers and clinicians in delivery of same
- Has an understanding of the relevant inspection frameworks e.g. OFSTED ILACS, CQC and keeps abreast of inspection outcomes. Supports the team to collate documents ahead 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 ICB strategic objectives, and can brief senior staff on their implications.
- Can accurately advise staff in Children's Services, across Health and Social Care of the consultation process.
- Can draw out key themes from inspections and takes initiative to brief senior staff on those relevant to the ICB/LA. 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 Senior Manager are 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 across Health and Social Care including those that are complex and cross cutting, understanding the full implications for the ICB/LA and other Partners. 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.

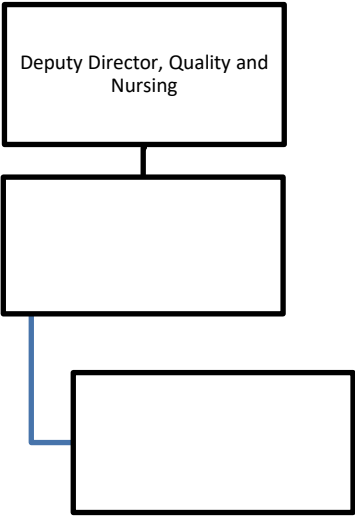
**Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the ICB/LA approach to Children’s Services across SWL.
- 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 ICB/LA duties and responsibilities for safeguarding children, young people and adults as they apply to your role.
- The profile is not intended to be an exhaustive list of 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 -**



Current team structure





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LONDON BOROUGH OF  
RICHMOND UPON THAMES

## Person Specification

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### Our Values and Behaviours

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:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

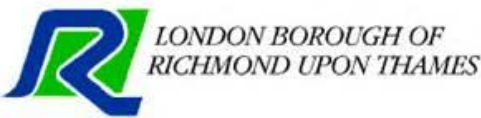
**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Requirements	Essential	Desirable	Assessed by A & I/ T/ C
<b>Knowledge</b>			
Of legal and policy framework for children's services		X	A/I
Of project management techniques and tools		X	A/I
<b>Experience</b>			
Of introducing and managing change		X	A/I
Of Project Management methods, systems and techniques		X	A/I
Of Children Services (Social Care, Education or Early Help) policy or project / change management		X	A/I



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Skills			
Strong interpersonal skills and the ability to maintain good relationships and influence	X		A/I
Excellent written, verbal and presentation skills	X		A/I
Ability to interpret, analyse and present data to a variety of audiences	X		A/I
Ability to write clear and concise reports with recommendations	X		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	X		A/I
Ability to demonstrate an understanding of equal opportunities and why it is important in planning and policy development and service delivery	X		A/I
Qualifications			
Educated to degree level or equivalent or work experience demonstrating graduate level ability	X		A