

Title Service Improvement Support Officer	Department Adult Social Care and Public Health	Post Ref.
<p>Job Purpose</p> <p>Responsible for supporting the delivery of multiple key work-streams within the Adult Social Care and Public Health portfolio, liaising with cross-departmental colleagues in the Council and external partners as appropriate to ensure successful delivery of the work-streams and the wider Service Improvement Programme Plan.</p>		
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. Undertaking data analysis, critical analysis and evaluation to support decision making for work or projects that support the delivery of the Service Improvement Programme. 2. Producing data and resources to support the implementation and maintenance of the continuous cycle of service improvement within operational teams. 3. Preparing and co-ordinating meetings, providing support to the meeting chairs and following up on actions. 4. Working as part of the Integrated Strategic Commissioning and Service Improvement Team, undertaking discrete pieces of work to support the operational delivery of the Adult Social Care Strategy and the Adult Social Care Service Improvement Programme, and to manage and co-ordinate the Better Care Fund workstreams. 5. Analysing data on operational activity across social care and identify areas of inconsistency that could be improved upon 6. Using data to prove or disprove operational perceptions on differences and variation across teams 7. Effectively engage and communicate with internal and external stakeholders to enhance service delivery. 8. To understand, gather and document business requirements to facilitate process improvement in specific areas across social care teams in the Adult Social Care & Public Health Department 9. Present a wide range of complex information in a variety of formats and to diverse audiences 	<p>Key Accountabilities</p> <ol style="list-style-type: none"> 14. Planning, organising and managing resources to deliver required outcomes. 15. Building strong working relationships and enabling effective communication with all stakeholders. 16. Understand data security and management, and effective use of technology. 17. Accountable for the quality of the work undertaken 18. Working in accordance with policies and procedures around information management and data protection. 19. Ensure the accuracy of information analysed and recommendations proposed to enable strategic decision making. 20. Ensure the Council's policies for fairness and respect are delivered including setting high personal standards 21. Be self-motivated and flexible, producing high quality and timely work when operating without supervision. 	

<ul style="list-style-type: none"> 10. To undertake data analysis, critical analysis and evaluation to identify relevant measures of improvement to support the work to embed a cycle of continuous improvement. 11. Sampling cases from Mosaic to gather qualitative data to add depth of understanding to quantitative information on projects and programmes of work 12. To develop guidance and tools for a wide range of audiences (operational staff, service users) supporting transformational change across the department 13. To develop and promote quality assurance frameworks, documents, and practice as part of the Adult Social Care and Public Health Service Improvement Programme. 	
The post holder will perform any duty or task that is appropriate for the role described	
Person Specification	
<p><i>Experience, Knowledge and Qualifications</i></p> <ul style="list-style-type: none"> 1. Experience of statistical analysis and presenting quantitative and qualitative information in a variety of formats, preferably with a relevant qualification 2. Experience of independently managing and prioritising demands and tasks to meet objectives. 3. Experience of producing high quality documentation and reports for a wide range of audiences. 4. Demonstrable experience of using information technology in a range of applications. 5. Experience of or ability to analyse information and support decision-making that will drive improved performance 	<p><i>Personal Skills and General Competencies</i></p> <ul style="list-style-type: none"> 6. Flexible to the needs of the organisation. 7. Creative, innovative and resourceful when seeking solutions to business needs. 8. Positive and adaptable, responding well to feedback and open to new ways of working. 9. A desire to drive change and improve efficiency and effectiveness. 10. Able to operate within organisational values. 11. Ability to meet agreed objectives and delivery targets by the effective use of resources e.g. the ability to work flexibly and efficiently. 12. Sound communication skills to be able to resolve ambiguity and present complex information clearly and concisely 13. Ability to anticipate opportunities and issues, be accountable, and work with others to devise and implement solutions
<p><i>Skills and Abilities</i></p> <ul style="list-style-type: none"> 14. Demonstrate strong communication skills 15. Ability to use a wide range of technology effectively 16. Excellent team working skills, including working collaboratively to achieve organisational success. 17. Ability to use own initiative to deliver high quality work to time in a fast-moving environment with competing demands 	
Role Dimensions	

1. The role will support the delivery of the Adult Social Care and Public Health Service Improvement Programme, and the management and co-ordinate the Better Care Fund workstreams, by working on a number of projects and initiatives within the Integrated Strategic Commissioning and Service Improvement Team.
2. The post holder will support the delivery of the Adult Social Care Strategy and be committed to working positively in a time of significant and continuous change.

05/03/2021