


<b>Profile Title:</b>	Service Improvement & Assurance Officer	 <b>BARNSLEY</b> Metropolitan Borough Council			
<b>Reports to:</b>	Service Manager				
<b>Employee Management:</b>	None	<b>Grade:</b>	07	<b>Profile Ref:</b>	132633
<b>Purpose of the Post</b>					
To assist and contribute to the work of a range of strategic service improvement and assurance frameworks, ensuring systems and methodologies used evidence impact and outcomes for children, young people, and families.					
<b>Responsibilities</b>					
<ul style="list-style-type: none"> <li>Support continuous improvement, assurance and governance systems designed to improve service and practice development, providing support, and contributing to the work of strategic improvement boards and subgroups.</li> <li>Play a key role in the development and maintenance of evidence repositories and documentation, and other regulatory and statutory test of assurance activities, ensuring evidence of impact and outcomes achieved for children, young people and families and that evidence is in line with current legislation and guidance.</li> <li>Undertake service improvement initiatives, relevant to service area and which fosters a culture of continuous learning and development and promoting of best practice.</li> <li>Undertake a variety of project work and research to support continuous improvement and assurance frameworks, ensuring high quality outputs are generated within set timescales.</li> <li>Support continuous improvement and assurance frameworks through the collation and processing of various data and information, producing reports and statistical information suitable for various stakeholders and audiences.</li> <li>Undertake preparation activities for statutory and regulatory inspections and other test of assurance, ensuring high quality outputs of documentation and information which supports best practice systems and methodologies.</li> <li>Contribute to and support the response to live inspection and other test of assurance activities, ensuring flexibility and responsiveness to the changing needs and demands of the event.</li> <li>Provide advice, support, and guidance, internally and externally, including senior managers, colleagues, councillors, and members of the public, ensuring communication links are maintained and relevant data and information is obtained from partner agencies in a timely manner and in accordance with set schedules.</li> <li>Contribute to the development and maintenance of service information and communication systems, ensuring accurate, timely provision to meet service requests and demands.</li> <li>Contribute to the design, development and maintenance of service strategies, policies, systems and processes to ensure efficient and effective service delivery, ensuring information is dealt with appropriately and confidentially.</li> <li>Assist the delivery and analysis of quality assurance and auditing activity which supports practice development and improvement, ensuring all work is undertaken in line with set standards.</li> <li>Assist in the preparation and delivery of training/briefing sessions</li> </ul>					

<ul style="list-style-type: none"> <li>Develop and maintain knowledge of regulations, policies and procedures which have implications for service delivery.</li> <li>Undertake any other duties commensurate with the role as requested by management.</li> </ul>		
Education and Training	Measure	Rank
<ul style="list-style-type: none"> <li>Level 3 qualification or equivalent in a relevant area.</li> <li>Training on Microsoft Office</li> </ul>	A/C A/T	E E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> <li>Experience of continuous service improvement with strong enthusiasm for improving service delivery</li> <li>Experience of advising and negotiating with a cross section of internal and external stakeholders</li> <li>Experience of working with highly confidential, sensitive data and information</li> <li>Experience of using and developing a wide range of computerised information systems</li> <li>Experience of working with and supporting governance and reporting frameworks where speed and accuracy are an important factor</li> <li>Experience of establishing and maintaining business systems, processes, and procedures to improve efficiency</li> </ul>	A/I  A/I  A/I A/I A/I A/I	E  E  E E E E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> <li>Knowledge and understanding of national and local government policies and agendas in the context of children's services and safeguarding</li> <li>Good working knowledge of Microsoft Office software packages</li> <li>Good knowledge of service improvement and quality assurance methodologies and techniques and their impact on improving outcomes for children, young people and families</li> <li>Knowledge and understanding of project management processes</li> </ul>	A/I  A/T A/I  A/I	E  E E  D
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> <li>Ability to communicate effectively with a variety of internal and external stakeholders</li> <li>Ability to anticipate and interrogate problems and work through resolutions</li> <li>Ability to organise and prioritise conflicting workloads to meet tight and strict deadlines</li> <li>Ability to work flexibly as part of a team and on own initiative to meet changing priorities and urgent requests</li> <li>Good analytical skills with attention to detail</li> <li>Ability to carry out research and basic analysis</li> <li>Ability to handle and process large amounts of information under pressure, with good keyboard skills</li> <li>Skilled in the creation of documentation and presentation materials to support service delivery</li> </ul>	A/I A/I A/I A/I  A/I A/I A/I A/I	E E E E  E E E E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> <li>Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.</li> </ul>	A/I	E

• Willing to undertake training and continuous professional development in connection with the post.	A/I	E
• Work in accordance with the council's vision, priorities, values and behaviours.	I	E
• Able to undertake any travel in connection with the post.	A/I	E