


Profile Title:	Senior Officer	 BARNSLEY Metropolitan Borough Council			
Reports to:	Team Leader				
Employee Management:	Up to 11 employees	Grade:	9	Profile Ref:	104894
Purpose of the Post					
<p>To operationally manage and develop a multi-disciplinary team in line with legislative and policy requirements. To deliver a high performing customer focussed service, through employing a balance of proactive and reactive approaches including the discharging of informal, formal and legal actions in accordance with approved escalation policies whilst driving continuous service improvement.</p>					
Responsibilities					
<ul style="list-style-type: none"> • Be responsible for the recruitment, training and management of a team including matrix management of officers across sectors and multi-disciplinary teams, providing direction and co-ordination of workloads, support and guidance, dealing with recruitment, motivation, training, welfare and disciplinary issues as appropriate. • To be responsible for the effective management and delivery of the Council's policies in relation to all tenure housing, anti-social behaviour and environmental blight. • To ensure that the Council fulfil its statutory obligations in relation to the service area. • Provide professional advice, guidance and support in accordance with the relevant approved Council policies and statutory responsibilities. • Develop and maintain performance frameworks and evaluation systems to ensure the timely planning, coordination and delivery of corporate and service improvement objectives and outcomes • Assess, monitor, prioritise and review cases to ensure that the most effective interventions are employed to implement solutions and resolve cases in response to requests for service from all stakeholders in accordance with approved escalation procedures. • Undertake the continuous review of policies and procedures considering the inclusion and mobilisation of all available tools and powers to enhance the coordinated management and regulation of service delivery ensuring the provision of proactive high performing customer-focused services. • Support the development and implementation of information systems and procedures necessary for effective management and service improvement. • Respond to requests for service, investigate complaints and carry out inspections and where necessary, take informal and formal action including the serving of statutory notices, in accordance with approved policy and current legislative framework. • Maintain up- to-date and accurate manual and electronic data records and registers as necessary to ensure compliance with statutory requirements and maintain high standards of case recording and effective case management. • Prepare and deliver detailed reports and presentations to a variety of audiences to support the work of the service. • Utilise, develop and produce business intelligence, liaising with our customers to improve data quality standards, ensuring the accuracy of the data and information provided is of a high standard to support informed decision making • Identify and resolve gaps and/or barriers in information provision and develop new ways of collecting, analysing and maintaining data within appropriate data governance guidelines. 					

<ul style="list-style-type: none"> Keep abreast of new legislation, statutory guidance, Codes of Practice, case law and national/local developments which impacts on the work of the team and work in conjunction with senior officers to ensure Elected Members, operational staff and partners are aware of the potential impacts on local working practices. Assist in the continuous review, evaluation of performance management of service provision to ensure it is fit for purpose, drives continuous improvement and is effectively using available resources. 		
Education and Training	Measure	Rank
<ul style="list-style-type: none"> Relevant Level 6 Professional qualification OR demonstratable experience in a Community Safety, Housing or Policing background* Willing to undertake the councils internal leadership programme Leadership and Management qualification 	A/C	E
	A/I	E
	A/C	D
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> * Extensive experience of managing a front line team focussed on taking positive action against a relevant subject as part of the role. * Strong and demonstrateable experience of performance management within a fast paced, partnership environment with multiple disciplines. Experience of managing a team in a relevant discipline including monitoring performance and providing advice and guidance Substantial post-qualification experience in the relevant discipline Significant experience of working in a customer focussed environment to satisfactorily resolve complaints at the earliest tier of intervention in a timely and proficient manner. Experience of assessing risk and complex cases before implementing appropriate interventions using the available tools and powers to achieve effective resolution and desired outcomes. Experience of providing specialist advice and guidance to senior officers, Elected Members, partner agencies and members of the public. Experience of working with complex cases, preparing, proofing and quality checking information that may include legal documentation Experience of contributing to policy/procedure formulation. Substantial experience of preparing and presenting information verbally at meetings and undertaking formal presentations and briefing sessions to a variety of stakeholders 	A/I	E
	A/I	E
	A/I	E
	A/I	E
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	A/I	E
	A/I	E
	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> * Extensive knowledge of high level enforcement sanctions relating to Housing, Anti-Social Behaviour or Environmental Crime Demonstrate extensive knowledge of relevant legislation, procedures and practices and the technical processes necessary for the effective application of such legislation. Significant understanding of the common risks, approaches and powers available to efficiently achieve desired outcomes. 	A/I	E
	A/I	E
	A/I	E

<ul style="list-style-type: none"> • Demonstrable knowledge and understanding of the broader agenda relevant to the service area and its impact on society. 	A/I	E
<ul style="list-style-type: none"> • Demonstrable knowledge and commitment to the principles of performance management, proactive customer service and service improvement. 	A/I	E
<ul style="list-style-type: none"> • Thorough understanding of the need for cross sector, partnership and regional working. 	A/I	E
<ul style="list-style-type: none"> • Working knowledge of Microsoft applications and case management systems. 	A/I	E
<ul style="list-style-type: none"> • Demonstrate an understanding of the council's duty to protect vulnerable people 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Ability to develop legal documentation including detailed criminal witness statements or legal documentation with the additional ability of being able to review complex files. 	A/I	E
<ul style="list-style-type: none"> • Accurate and methodical in the preparation of formal documentation. 	A/I	E
<ul style="list-style-type: none"> • Highly developed communication, negotiation and interpersonal skills with the ability to deal effectively with a variety of internal and external stakeholders. 	A/I	E
<ul style="list-style-type: none"> • Well-developed ability to manage a challenging workload under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation and time management. 	A/I	E
<ul style="list-style-type: none"> • Proven negotiation, problem solving and conflict management skills. 	A/I	E
<ul style="list-style-type: none"> • Ability to understand and interpret complex legislation. 	A/I	E
<ul style="list-style-type: none"> • Ability to lead a team to carry out complex investigations, adopting an effective and positive approach to problem solving, adapting and formulating appropriate courses of action in accordance with the relevant legislation 	A/I	E
<ul style="list-style-type: none"> • Ability to prepare specifications of work, statutory notices or quality performance reports. 	A/I	E
<ul style="list-style-type: none"> • Ability to advise wider team members on proportionate actions relevant to support the effective resolution of cases. 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> • Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> • Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> • Work in accordance with the council's vision, priorities, values and behaviours. 	A/I	E
<ul style="list-style-type: none"> • Able to undertake any travel in connection with the post. 	I	E

If you do not hold a level 6 qualification then you must be able to demonstrate all criteria marked with an * to demonstrate comparative experience.

If you do hold a level 6 qualification, it is not necessary to demonstrate that you can meet the criteria marked with an *.