

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Business Improvement Officer	Grade:	PO4
Reports to Designation)	Transformation Programme Manager	Grade:	PO8
Directorate:	Children & Young People's Directorate	Section:	Families Quality & Commissioning Strategy and Improvement

Main Purpose of the job:

To be a leading, driving and influential force behind the service improvement work for the Children and Young People Directorate (CYP).

To take a lead role in preparing the directorate to be ready for inspections, reviews and audits.

To take a lead role in developing, negotiating and implementing credible solutions, through the assembly of facts, weighing up of evidence, development of options and presentation of recommendations to decision makers.

Bringing about positive directorate improvements that will enable improved outcomes for children and young people and their families.

To deliver service improvement collaboratively with children and young people, their parents/ carers and family, professionals, key partners and the community.

Summary of Main Responsibilities

- 1.1 To be responsible for leading the direction of the service improvement work within the directorate, to secure improved outcomes for children and young people and their families.
- 1.2 To take a lead role in designing, planning and driving forward reforms to improve life outcomes for Children.
- 1.3 To take a lead role in preparing the directorate to be ready for inspections, reviews and audits.
- 1.4 To lead the research, development, negotiation and agreement of directorate improvement options.
- 1.5 To undertake work at short notice to emerging issues within the directorate, to undertake research, option appraisal and report preparation unsupervised and to very tight deadlines.
- 1.6 To analyse performance information and finance expenditure so that intelligence can be gathered in the development of directorate improvement options and to support informed decisions to be made.

- 1.7 To review and re-shape the directorate where appropriate to deliver improved outcomes including drafting key documents such as policies and procedures, implementing these and updating systems where needed.
- 1.8 To lead and undertake consultations to inform directorate improvement, ensuring that consultation is fully accessible for all relevant stakeholders.
- 1.9 To be creative and innovative at coming up with improvements that will meet the needs of changing generations.
- 1.10 To be responsible for management and development of services ICT systems within the directorate.
- 1.11 To operate influentially within business and decision making infrastructure to achieve effective service change.
- 1.12 To work with Children Services, Children's Commissioning Team, professionals and other key stakeholders to ensure their views are considered in the development of the service.
- 1.13 To be responsible for bringing together small project teams to solve problems with appropriate people and project manage the development of this team to create ideas and outcomes.
- 1.14 To regularly update the Senior Management team on improvement work.
- 1.15 To work with the Transformation Programme Manager and deputise, when required.
- 1.16 To fully and effectively communicate the work of the service and changes to staff across the service and key stakeholders, when appropriate.
- 1.17 To be familiar with and keep up to date with national legislation & policy relating to disabled children and young people and their families.
- 1.18 To ensure that the equality implications are considered in all proposed service changes.
- 1.19 To ensure that confidential and business-sensitive information is stored in accordance with GDPR.
- 1.20 To work with a high level of autonomy and self-management, yet demonstrate an awareness of the service within the overall organisation.
- 1.21 To effectively organise, plan and deliver own tasks and workload effectively to meet agreed goals and timescales, in line with the service and corporate objectives.
- 1.22 To demonstrate good written and verbal communication skills.
- 1.23 To demonstrate effective networking skills in working with colleagues, providers and other statutory and voluntary agencies.
- 1.24 To be competent in the use of IT and data processing systems including Windows Word and Excel computer software packages
- 1.25 To exchange, process and report information accurately, concisely and in a timely manner.
- 1.26 To attend meetings in relation to the directorate, representing the Council – internally and externally.
- 1.27 To attend training to improve performance and promote professional development as required by your Manager.

- 1.28 To undertake such duties and responsibilities of a similar level and responsibility as may be required.
- 1.29 To ensure that services are provided in accordance with the departmental standards and objectives of Quality Assurance with due regard to health and safety requirements
- 1.30 Work in compliance with equal opportunities and other council and children's services policies and practices.
- 1.31 Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Grade and number of immediate subordinates	0
Number of staff supervised by this Officer	0

LONDON BOROUGH OF LEWISHAM

Person Specification

Designation:	Business Improvement Officer	Grade:	PO4
Reports to	Transformation Programme	Grade:	PO8
Designation)	Manager		
Directorate:	Children's Social Care Division. Children & Young People's Directorate	Section:	Strategy & Improvement

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are any reasonable adjustments that can be made to enable you to do the job.

Equal Opportunities

Commitment to implement the Council's Dignity at Work policies.
Awareness of Equal Opportunities issues.

S1
S2

Knowledge

- Knowledge of local government policy, current legislation, research and guidance and how this impacts on Children Social care, Education, Youth Justice or similar services **S3**
- Knowledge of services provided by Children and Young People's Services. **S4**
- Extensive knowledge of the issues faced children and young people and their families. **S5**

Aptitude

- Ability to be self driven and enthusiastic to deliver innovative, practical and credible solutions to problems
- Ability to interpret the local government agenda and apply to local services
- Ability to work under pressure and re-prioritise to meet competing demands
- Ability to maintain a solution focussed approach to the work

Experience

- Substantial experience of leading major research, consultation and policy development and implementation of service improvement **S6**
- Experience of project management **S7**
- Experience of establishing effective and sustainable networks of a range of people both internally as well as externally and experience of influencing key stakeholders **S8**
- Substantial experience of service improvement processes, including research, developing options, consultation, and implementation of improvement for a service **S9**
- Experience of analysing complex information from a range of sources including financial and numerical data and generating intelligence **S10**
- Experience of working in a highly pressurised environment and able to meet tight deadlines. **S11**

Skills

- Good leadership skills to drive service improvement within the service

- Highly developed relationship management skills
- Excellent time management skills
- Precise and accurate reporting and recording skills
- Excellent written and verbal communication skills
- Excellent organisation skills
- Excellent negotiation skills
- Proficient use of Information technology - Good working knowledge of MS outlook, MS word and Excel packages.

Personal Qualities

- Responsive and Flexible
- Creative and imaginative
- Highly motivated
- Commitment to child-centred practice, and ensuring the needs of children and young people and their families are met

Special Requirements

- Ability to attend evening meetings if required