

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Service Development Support Officer	Grade:	PO2
Reports to (Designation):	Service Improvement Lead Manager	Grade:	PO8
Directorate:	Adult Social Care & Health	Section:	Adult Social Care -Service Development & Improvement Unit

Main Purpose of the Role

To provide excellent project and operational support across Adult Social Care (ASC), with a particular focus on internal communications, co-production with stakeholders, and preparation for Care Quality Commission (CQC) assurance. The role plays a key part in ensuring that Adult Social Care priorities are delivered effectively, transparently and in collaboration with service users, partners, and internal teams.

Key Responsibilities

Project & Programme Support

- Support and coordinate the delivery of assigned projects and programmes, ensuring alignment with agreed timelines, objectives, and governance structures.
- Provide support to the Service Improvement Management Team, contributing to the successful implementation of ASC and Health initiatives.
- Support the development and implementation of processes, procedures, and plans that underpin major transformation programmes across ASC and Health.
- Support the implementation of specific projects and programmes, ensuring the required outcomes are met.
- Work flexibly across the Service Development and Improvement Service to deliver agreed outcomes.

Internal Communications & Engagement

- Act as a key liaison between project teams, senior leaders, and frontline staff to ensure clear, consistent, and timely communication.
- Develop and maintain internal communication materials to support project delivery, staff engagement, and change management.
- Coordinate and facilitate co-production activities with service users, carers, and community partners to ensure their voices shape service design and improvement.
- Work closely with all stakeholders to ensure their requirements are considered and met.
- Develop sound working relationships with officers within the division, across the Directorate and the Council.

CQC Assurance & Inspection Readiness

- Lead the development and maintenance of a robust evidence bank to support CQC assurance and inspection processes.

- Coordinate planning and preparation for CQC site visits, ensuring all documentation, data, and narratives are accurate, accessible, and aligned with regulatory expectations.
- Work closely with operational managers and quality leads to identify and address gaps in assurance evidence.
- Lead on CQC preparation and planning once a site visit is agreed.

Performance & Reporting

- Monitor and report on key performance indicators, including DMT and EMT dashboards, to support strategic oversight and decision-making.
- Extract and analyse data from ASC systems to produce reports for internal and external stakeholders.
- Ensure evidence of spend for ASC and Health grants is clearly defined, tracked, and reported against budgetary requirements.
- Extract information from systems or databases and provide reports to managers as part of service, departmental, organisational, or national reporting requirements.

General Support

- Provide day-to-day support to the Service Improvement Management Team within ASC.
- File records in an accurate and timely fashion and maintain electronic or paper filing systems.
- Organise meetings, workshops and events, including preparing papers and inviting attendees.
- Take accurate notes at meetings or other events (including complex or sensitive situations), ensuring confidentiality is maintained.
- Be able to use ASC IT systems and other technology within the department.
- Undertake both basic and more complex information searches using the internet, intranet, or other sources.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.
- Deal with correspondence and enquiries relating to projects and programmes, liaising with external bodies and providing information as required.
- Undertake other duties, commensurate with the grade, as required.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

To assist in carrying out the Council's environmental policy within the day-to-day activities of the post.

Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy. Address positively any regular issues arising within the workplace, the organisation or service delivery.

Treat all information acquired through employment, both formally and informally, in strict confidence.

Internal contacts: These include senior managers across the council, Elected members, members of key governance boards and working groups.

External contacts: senior managers within other local authorities and other public sector organisations (e.g. GLA), senior central government staff, MP's, Trade Union officials, members of the public, local interest groups and voluntary sector organisations, strategic partners and stakeholders, District Auditor and District Valuer.

Person Specification

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Notice for candidate: 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. Only those applicants who meet these requirements will be shortlisted. You should therefore address these fully in your Application Form.

<p>Equal Opportunities</p> <p>Commitment to implement the Council's Equal Opportunities Policies.</p> <p>Awareness and understanding of equal opportunities issues in service delivery.</p> <p>Promotes inclusive practices and ensures diverse voices are considered in co-production and service improvement activities.</p>	S
<p>Knowledge</p> <p>Good working knowledge of the core services supported by Adult Social Care.</p> <p>Sound understanding of data protection and the handling of sensitive information.</p> <p>Awareness of CQC assurance frameworks and inspection requirements.</p> <p>Understanding of project and programme management principles within a public sector context.</p>	S
<p>Aptitude</p> <p>Solution-focused approach to problem-solving.</p> <p>Ability to build effective and productive working relationships with colleagues, stakeholders and service users.</p> <p>Confidence in working with IT systems to support service delivery.</p> <p>Ability to work independently, managing a varied workload and meeting tight deadlines in a dynamic environment.</p>	S
<p>Skills</p> <p>Strong interpersonal skills with the ability to listen, empathise, and respond to the needs of clients and colleagues.</p>	T

Possesses research and analytical skills, with the capability to generate management information in multiple formats.	
Proficient in oral, written, and presentational communication.	T
Confident user of core business ICT systems (e.g. LAS, ContrOCC, Microsoft Office Suite).	
Advanced ICT skills, including spreadsheets, databases, word processing, and presentation tools.	T
Experience Experience of working in a programme or project environment, ideally within Adult Social Care or Health.	S
Proven track record of supporting projects or programmes to successful outcomes.	S
Experience of engaging and communicating with a wide range of stakeholders.	S
General Education High levels of literacy and numeracy.	T
Personal Qualities A strong team player.	
Demonstrates high level of resilience and drive to meet the evolving demands and conflicting pressures of the post.	S
Highly motivated to support the development of the service, providing responsive high-quality work whilst meeting deadlines.	
Flexible approach to meeting the needs of the service and a willingness to learn new skills.	S
Circumstances Able to attend meetings in the evenings, to work outside normal office hours and to work beyond minimum hours when required to achieve deadlines.	S
Physical Generally must meet LB Lewisham requirements for the post.	

DBS Disclosure Required? No ☒ **Basic** ☐ **Enhanced** ☐

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 ways in which the job can be changed to enable you to meet requirements.