

IMPROVEMENT OFFICER
GRADE 6, £23,857 TO £26,450
37 hours a week

- CARE Local Government Pension Scheme
- Work life balance policies
- Child Care Voucher Scheme
- Excellent training opportunities



INVESTOR IN PEOPLE

This exciting opportunity is now available within the Joint Performance Team based at The Arc, Clowne. The post-holder will undertake a consultation/engagement and equality and diversity role. This includes the provision of advice and guidance, raising awareness including briefings, data analysis and producing reports. The post-holder will manage the Citizen Panel, Equality Panel and the Youth Council – Young Voice. The job description is a generic one covering three main functions. We are seeking an applicant to primarily deliver a consultation/engagement and equality & diversity role. As a joint team the post-holder may be required to undertake work on behalf of North East Derbyshire District Council and visit or work from the Mill Lane, Wingerworth offices on occasion. Candidates must be able to demonstrate evidence of the following:-

- Educated to degree level or strong evidence of intellectual capacity developed through extended job experience
- Good working knowledge of the role engagement/ consultation and equalities in local government
- Knowledge of best practice in relation to engagement/ consultation and equalities
- Knowledge of research methods and statistical analysis techniques
- Evidence of previous training and development relevant to this role
- Proven experience of working in engagement/ consultation and equalities within local government
- Good interpersonal, written and verbal communication for use with officers, members and external bodies
- Excellent IT skills (i.e. Word, Excel, Power Point, Intranet/Internet)
- Proven experience of running/facilitating events
- Ability to analyse and interpret technical and complex data
- Proven experience of managing workloads and delivering to tight timescales
- Proven experience of liaison with officers, members, external providers, partners and other bodies
- Proven experience of developing and adapting IT systems and on-line tools
- Ability to use own initiative
- Positive and enthusiastic approach
- Able to understand and present complex information in an accurate format to a range of different audiences, including officers and members
- Effective time management skills
- The ability to demonstrate strong customer focus and a commitment to service improvements.
- Own transport/full current driving licence in order to undertake duties. Alternative arrangements may be agreed with applicants with a relevant disability.

The successful candidate will be required to apply for a Disclosure and Barring Service check at enhanced level.

Our preferred method of application is online. Alternatively you can request an application pack by e-mailing human.resources@bolsover.gov.uk. **CV's will not be accepted.** If you do not have access to the internet contact us by telephone on 01246 242424.

For an informal chat regarding this vacancy please contact Kath Drury, Information, Engagement and Performance Manager on 01246 242280

CLOSING DATE: 21st October 2018

Bolsover District Council is striving for diversity and welcomes applications from all sections of the community.

PERSON SPECIFICATION

Post Title: Improvement Officer	Section: Performance		
Directorate: People			
Knowledge (Essential)	AM	(Desirable)	AM
<ul style="list-style-type: none"> • Good working knowledge of the role engagement/consultation, equalities and/or performance management in local government • Knowledge of the best practice in relation to engagement/consultation, equalities and/or performance management • Knowledge of research methods and statistical analysis techniques. 	a, i & c		a & i
Qualifications			
<ul style="list-style-type: none"> • Evidence of previous training and development relevant to this role 		<ul style="list-style-type: none"> • Professional/academic qualification in a relevant subject 	
Experience			
<ul style="list-style-type: none"> • Educated to degree level or strong evidence of intellectual capacity developed through extended job experience • Proven practical experience of working in engagement/consultation, equalities and/or performance management within local government. • Proven experience of running/facilitating events. • Proven practical experience of managing workloads and delivering to tight timescales. • Proven practical experience of liaison with officers, members, external providers, partners and other bodies • Proven experience of developing and adapting IT systems and on-line tools. 	a & i	<ul style="list-style-type: none"> • Proven experience of using software to run consultation exercises 	a & i
Skills _[KDI]			
<ul style="list-style-type: none"> • Good interpersonal, written and verbal communication for use with officers, members and external bodies. 	a & i		a & i

<ul style="list-style-type: none"> • Excellent IT skills (i.e. Word, Excel, Power Point, Intranet/Internet) • Ability to analyse and interpret technical and complex data 			
Other Requirements:			
<ul style="list-style-type: none"> • Ability to use own initiative. • Positive and enthusiastic approach. • Able to understand and present complex information in an accurate format to a range of different audiences, including officers and members. • Effective time management skills. • The ability to demonstrate strong customer focus and a commitment to service improvements. • Own transport/full current driving licence in order to undertake duties. Alternative arrangements may be agreed with applicants with a relevant disability. 	e	<ul style="list-style-type: none"> • Flexible approach to working hours in case of emergencies and business continuity. 	a & i

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check (c) (o) others

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

Approved by:	<i>K. Drury</i>
Date approved:	<i>June 2018</i>
Reviewed:	

Job Description

Job title	<i>Improvement Officer</i>
Reports to	<i>Information, Engagement and Performance Manager</i>
Direct reports	
Grade	6
Salary range	<i>£23,857 to £26,450 per annum pro rata</i>

Note: This is intended as a generic job description to be applied to more than one postholder. Subsequently there may be functions and tasks described within this document that are regarded as specialist (those marked as *). As a result of this it is unlikely that a single postholder would be expected to carry out and fulfil all of the duties contained within this job description, but would tend to dominate in a particular area of work as a result of inherent skills/experience and knowledge relevant to such a specialism.

Job purpose

Support the Information, Engagement and Performance Manager in the delivery of an effective information, engagement/consultation, equalities and performance management service across both Councils.

Develop and deliver effective services to officers and members.

Support the delivery of specific corporate projects, initiatives and functions to improve Council services.

Duties and responsibilities

1. Promote and publicise awareness of your area of work through appropriate events and activities to officers, members and partners.
2. Research, co-ordinate and disseminate information on your area of work to officers, members and partners.
3. Identify, plan and deliver learning and development to officers and members.
4. Prepare and present corporate policies/ strategies and plans on your area of work to management.
5. Support the production of formal reports for presentation to officers and members.
6. Produce briefing papers, presentations and guidelines as appropriate.
7. Keep internet and intranet pages up-to-date for your area of work.

8. Liaise with officers and members on work issues as appropriate.
9. Liaise with internal audit and other inspectors/assessors as necessary.
10. Liaise with partner organisations as appropriate
11. Represent the Team/Department on working groups as directed by management.
12. Maintain citizen data bases in a confidential manner in line with Data Protection.
13. Co-ordinate working groups as requested.
14. Support the co-ordination and delivery of external assessments.
15. Monitor any relevant budgets as directed by management.
16. Ensure continuous improvement in the approach to and delivery of services.
17. Demonstrate flexibility to attend meetings/ events outside of normal working hours recognising that partners and community groups operate alternative hours to those of the Council.
18. Carry out as appropriate any other duties that fall within the function of the post as assigned by management.

***Equality and Diversity**

19. Develop, consult and gain approval for the Single Equality Scheme and implement and monitor the associated action plan to improve Council services.
20. Maintain and develop the Equality Impact Assessment programme and report progress to officers and members.
21. Provide specialist equality advice and guidance to officers and members.
22. Identify emerging legislation and develop and implement appropriate policies, plans and strategies.
23. Co-ordinate the provision of and promote the availability of relevant access/support tools for specific customers/groups.
24. Assist and advise on any customer complaints involving equality issues and/or cohesion issues and undertake investigations as necessary.
25. Liaise with Human Resources and trade unions as appropriate on equality issues in employment.

26. Co-ordinate and promote any equality/ hard to reach engagement groups.
27. Represent the Council on action and advisory groups as directed.
28. Liaison with relevant Portfolio holder for equality and diversity.

***Performance Management**

29. Independently develop, maintain, adapt and provide technical support on the Councils purpose built electronic performance management system (PERFORM) for use by officers and members.
30. Maintain and develop the corporate performance management system, including quarterly and annual monitoring to officers and members.
31. Co-ordinate the collection, compilation and presentation of performance data/information to officers and members ensuring data quality at all times.
32. Analyse and make judgements on data and where necessary challenge data/information recorded by departments to ensure data quality and compliance with reporting obligations.
33. Provide support, guidance and technical support on all aspects of performance management to officers and members.
34. Maintain and develop corporate guidance on service planning, performance indicators, performance monitoring and strategy development.
35. Provide support to the development of the Corporate Plan, Annual Report and Strategic Alliance Annual Report.
36. Provide advice and guidance on the development and monitoring of strategies.
37. Present to management opportunities for improving performance management and redesigning processes.

***Consultation/ User Engagement**

38. Develop, implement and monitor corporate consultation/user engagement programmes.

39. Develop a culture of engagement with citizens and communities to effectively influence and improve Council services.
40. Provide assistance, guidance and technical support on all aspects of consultation to officers and members.
41. Provide support and guidance to departments on service consultation.
42. Manage, develop and evaluate the Councils corporate consultation mechanisms and tools such as the Citizens Panel, Ask Derbyshire and Young Voice (BDC).
43. Design and implement specific corporate consultation as required.
44. Undertake, analyse and interpret consultation and research data/information and prepare/present detailed reports to departments/management to influence policy/service development and decision making.
45. Manage, implement and report on internal and external customer satisfaction exercises.
46. Provide facilitation for focus groups/workshops and forums as required.
47. Maintain and develop consultation software and systems
48. Produce communications with the support of departmental officers on the results of consultation.
49. Maintain and develop corporate consultation guidance and standards.

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 2018 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	<i>K. Drury</i>
Date approved:	<i>June 2018</i>
Reviewed:	

