

Grading

Job Description and Employee Specification

<u>Job title:</u> Assurance Officer (Children)	<u>Service area:</u> Children and Families
<u>Post number:</u> 	<u>Division:</u> Standards and Regulations
<u>Grade:</u> 6	<u>Section/team:</u> Strategy, Partnerships/ Participation/ Policy/ Performance, Assurance, Children and Evaluation (SPACE) Service
<u>Overall purpose of job:</u> To provide high quality assurance and business support to a range of functions across Strategy Evaluation and Assurance under the auspices of the One Family Approach.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> - Provide high quality business support to ensure the functions and associated partnerships, groups and forums are held including scheduling meetings, preparing and circulating meeting papers, taking notes and following up actions - Support the co-ordination of the assurance, learning and development framework and associated scrutiny and assurance activity including scheduling events, supporting preparatory activity, taking notes and following up actions - Support senior officers to ensure ongoing compliance with partnership and governance arrangements, relating to the terms of reference, memorandum of understanding and local arrangements - Support senior officers to ensure ongoing preparedness for regulatory and compliance frameworks and contribute to our local response and co-ordination - Support the co-ordination and recording of strategic functions linking to wider partners and teams as appropriate - Contribute to monitoring statutory and supplementary policies and procedures, ensuring compliance with legislation, local arrangements and best practice	

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- Support the ongoing review, refresh and maintenance of Children and Families and relevant partnership information on internal and external websites and contribute to the development of communication messages and mechanisms
- Contribute to the wider functions of Partnership Assurance and Outcomes as appropriate

Knowledge, skill and experience:

Knowledge

- Evidence of continuous learning and development
- Knowledge and understanding of business support and processes
- Knowledge and understanding of General Data Protection Regulations

Skills

- Ability to identify shortfalls in business systems and consider appropriate solutions
- Well-developed IT skills and a working knowledge of IT applications
- Ability to prepare information using different formats for a range of audiences
- Well-developed written and verbal communication skills
- Ability to prepare complex information for a range of different audiences
- Well-developed organisational skills
- Ability to think logically and rationally and be able to apply this approach to problem solving and troubleshooting
- Ability to function effectively as an individual and as part of a wider team
- Ability to plan and manage own workload, act on own initiative and achieve agreed priorities
- Ability to act with tact and diplomacy

Experience

- Experience of providing high quality business support systems and processes in a complex environment

Creativity and innovation:

- Research, design and develop creative solutions to business support and system issues
- Respond to a variety of enquiries from different sources and respond appropriately
- Respond creatively, work flexibly and meet deadlines in a changing environment
- Creative use of MS Office and associated software in producing documents for a range of audiences
- Work on own initiative and as part of a team

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Contacts and relationships:

The postholder will be required to liaise with, represent build and maintain relationships and work collaboratively and supportively with a range of individuals, agencies, bodies and organisations and the community. On a day to day basis, the postholder will work as part of a team, across Children and Families, the Council and wider partners..

Daily

- Team members – inform, support, seek advice, advise, consult, evaluate, negotiate and collaborate
- Officers at all levels across Children and Families and wider council – inform, support, seek advice, advise, consult and collaborate
- Partners and agency representatives e.g., health, police, education, voluntary sector, probation and others - to build and maintain relationships, inform, support, seek advice, advise, consult and collaborate

Work can also be of a sensitive nature when dealing with issues related to children, young people and families. It is the role of the post holder to maintain and co-ordinate links for and on behalf of these contacts which at times requires a certain amount of tact and diplomacy.

Decision making:

Within the scope of the role:

- Sustain business support functions to ensure the functions and associated partnerships, groups and forums are held including scheduling meetings, deciding when they should be held, preparing and circulating meeting papers, taking notes and following up actions and making decisions related to actions
- Support leads to enable the ongoing development and monitoring of statutory and supplementary policies and procedures, ensuring compliance with legislation, local arrangements and best practice
- Schedule diary appointments multi agencies, co-ordinating diaries, managing conflicts and making decisions
- Devise, review and maintain electronic filing systems
- Under the guidance of key leads and in the context of key drivers, will be responsible for planning and prioritising own tasks and workload to comply with agreed deadlines
- Develop solutions to business issues within the scope of the role

Responsibility for resources:

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Will have the sole responsibility for IT equipment including a laptop, screen and mobile telephone to a value of approximately £1,500. The post holder will be in the office more than 50 % of the time.

WORK ENVIRONMENT

Work demands:

- Work routines are subject to interruptions / workload fluctuations and deadlines which are internal and external. The post-holder will manage competing and conflicting priorities
- Prompt decisions, actions and responses to a range of issues are required within the role
- Meeting with senior leaders, management teams, managers and boards/partnerships on a planned cycle and on an ad hoc basis at short notice
- The job demands flexibility and commitment

Physical demands:

- Normal physical effort – no specific physical requirements related to the post other than to maintain health and wellbeing in the context of work demands and working in a complex environment

Working conditions:

- Agile working arrangements and working hours will be necessary to meet individual and business needs
- There will be working from home, office, within the community and agency settings, with a diverse range of people, so working conditions are likely to vary
- Ability to transport themselves efficiently and effectively around the North Lincolnshire area and regionally/nationally as required

Work context:

- Minimal risk

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Position in organisation:

Indicate how many staff the post is directly accountable for:

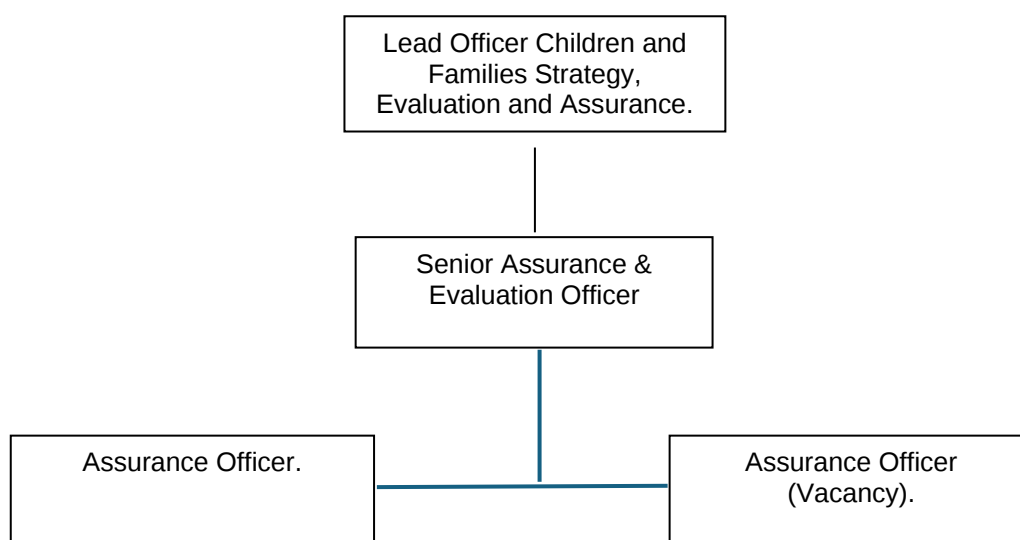
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Are posts in more than one location? Yes ☐ No ☐

Is this at the same site? Are the posts managed highly mobile? Yes ☐ No ☐

Is the supervision/management shared with another post in the structure? Yes ☐ No ☐

Please indicate which post(s)



Version Control

Date evaluated	
Date updated	November 2024
Updated by (manager name)	Ellie Burniston
Checked by (HR name)	VB

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Experience of providing high quality business support systems and processes in a complex environment • Ability to identify shortfalls in business systems and consider appropriate solutions • Well-developed IT skills and a working knowledge of IT applications • Ability to prepare information using different formats for a range of audiences • Well-developed written and verbal communication skills • Ability to prepare complex information for a range of different audiences • Well-developed organisational skills • Ability to think logically and rationally and be able to apply this approach to problem solving and troubleshooting • Ability to function effectively as an individual and as part of a wider team • Ability to plan and manage own workload, act on own initiative and achieve agreed priorities • Ability to act with tact and diplomacy • Knowledge and understanding of business support and processes • Knowledge and understanding of General Data Protection Regulations • Strengths based and solution focused • Relational approach to working with all key stakeholders • Calm, efficient and empathic • Resilient and takes self responsibility for managing work demands and priorities in the context of a work life balance	
Knowledge, Skills and Experience	Interview
• Excellent interpersonal and communication skills.	
Education, Training and Qualifications	Original documents
• Evidence of continuous learning and development	
Working Arrangements	Interview
• Agile working arrangements • Ability to transport themselves efficiently and effectively around the North Lincolnshire area and regionally/nationally as required	