

Job Profile

Position Details	
Post	Improvement Officer
Service Area	Governance and Improvement Service, Adult Social Services
Reports to	Head of Governance and Improvement Service
Grade	PO3
Job Family	

Role Purpose
<p>To be responsible and accountable to the Head of Governance and Improvement Service (as a member of the Adults and Health Departmental Management Team).</p> <p>As Governance and Improvement Officer, to co-ordinate emergency and business continuity planning, Audit and Risk Management on behalf of Adults and Health Services.</p> <p>To support and contribute to the financial monitoring of the Governance & Improvement and Safeguarding Adults Board budgets.</p> <p>To provide audit and risk management support and advice, that assists performance management, provides better outcomes for service users, improves efficiency and value for money, ensures compliance with corporate policies and procedures, and supports better decision making and continuous improvement.</p> <p>To ensure that business units/service heads are aware of major policy initiatives and developments relating to these Services.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. To assist the Head of Governance and Improvement Service in the oversight and governance of budgets falling within the remit of the post, ensuring adherence to the relevant Schemes of Delegation, Financial Regulations and Standing Orders, as agreed by the Head of Service. 2. To produce, on behalf of the Directors and Assistant Directors, the Annual Governance Statement Return and collation of the associated evidence folder. 3. To manage and co-ordinate audits undertaken in these functions and provide assistance to services in preparation for these audits. 4. To manage the tracking and management of audit recommendations and liaising with services to ensure actions are implemented as a priority. 5. To manage and co-ordinate the submission of data for the National Fraud Initiative (NFI) Data Matching Exercise, and action, as appropriate, the resulting matches. 6. To update and maintain relevant Service Risk Registers based on an assessment of the risk/internal controls and actions necessary, and meet the corporate timetable. This includes liaising with Senior Managers and key Service Managers to review controls or risks that require further action.

7. To manage and oversee the production of updates/revisions to each Service's Information Register in line with the corporate timetable for their submission, as requested.
8. To manage the production of updates/revisions to each Service's Record of Processing Activities and Privacy Notices in line with GDPR and the Council's Information Governance Board requirements.
9. To provide the department with assurance that all staff comply with the requirement to maintain confidentiality of information they are entrusted with.
10. To make a significant contribution to the production of the Services' Business Continuity Plans (BCPs) in line with the corporate timetable, as requested.
11. To contribute to emergency project planning and assist in dealing with emergencies and major incidents, including the submission of situation reporting as required and to maintain the Emergency Call lists for the Services on a regular basis.
12. As the nominated delegate to the Borough Emergency Control Centre (BECC) when a major incident/emergency is declared, act as the interface between the Services for major incidents, Humanitarian Assistance Steering Group and Humanitarian Assistance Lead Officer and the BECC, for management of the incident.
13. To deputise for the Head of Governance & Improvement Service on a range of boards and working groups as required.
14. Ensure all health and safety accident reporting and major incidences are escalated to Head of Governance and Improvement Service including undertaking health and safety risk assessments when required.

Generic Responsibilities

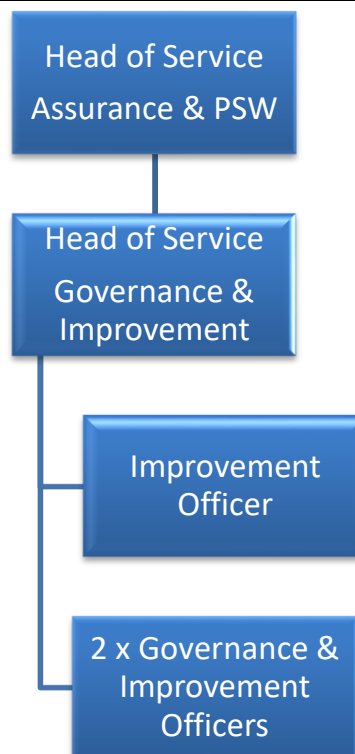
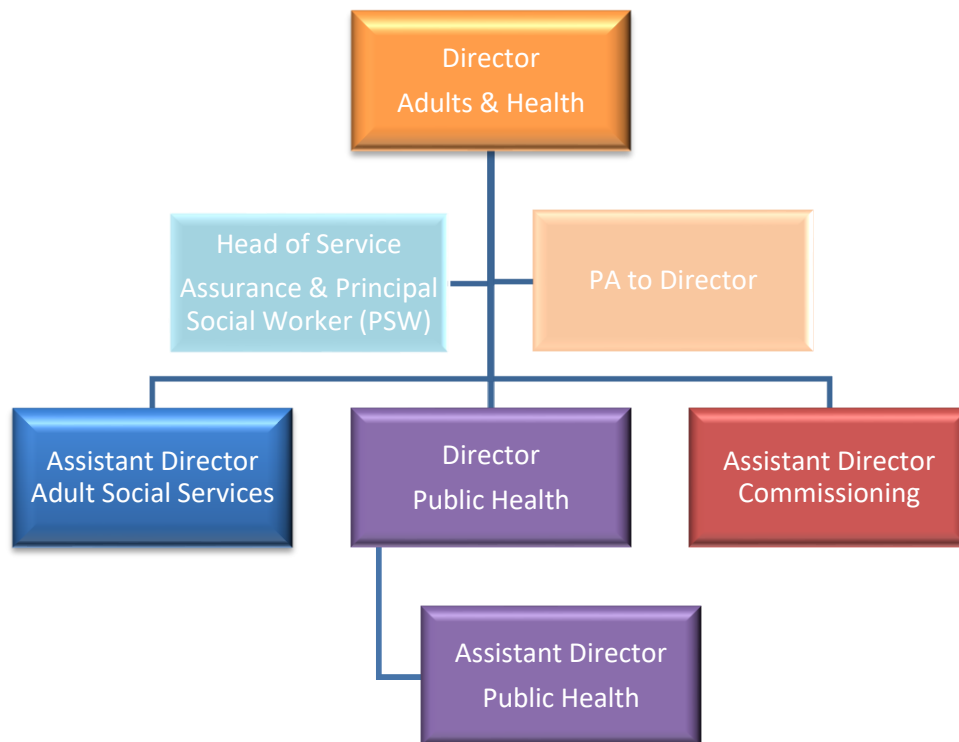
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Relevant Degree or equivalent	E
2. High Standard of literacy and numeracy	E
3. 3 years' experience in a social care setting	E
4. Experience of encouraging change and implementing new policies/procedures	D
5. Experience of effective team working and developing excellent working relations with teams, individuals and organisations to achieve positive outcomes	E
6. Experience of working on complex projects with competing demands and changing priorities, with minimal supervision	E
7. Experience of collating and evaluating monitoring information	E

8. Advanced experience of IT applications, including word processing, spreadsheets and databases	E
9. Experience of carrying out research, analysing options, making recommendations and presenting findings in a clear, accessible and relevant manner	E
10. Ability to express complex problems in a logical and systematic way and identify practical solutions based on a thorough understanding of the underlying issues	E
11. Understanding of legislation and policies relating social care	D
12. Understanding of, and commitment to, equalities in employment and service provision	E
13. Ability to identify methods for improving value for money in services	D
14. Ability to manage a large and diverse workload and to prioritise effectively	E
15. Ability to work to tight deadlines	E
16. Ability to be diplomatic, flexible and politically sensitive	E
17. Excellent negotiation skills and the ability to successfully influence a variety of audiences	D
18. Good time management skills and prioritisation skills	E
19. Good interpersonal skills	E
20. Ability to communicate verbally at all levels with staff, Councillors, clients and external agencies.	E
21. Ability to provide support and assistance to staff as required, relating to oversight of risk management, business continuity and emergency planning and internal/external audits	E
22. Ability to lead groups of staff e.g. BECC, Emergency Planning Roles	E

Main Contacts & Other Information
<u>Main Contacts:</u> <ol style="list-style-type: none"> 1. Senior Officers in Adults and Health 2. Senior Officers across the Council 3. Partner Agencies 4. Internal and External Audit agencies

Organisational Structure



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	50%	Use of a computer.	Yes	50%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

N/A

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

No

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

No

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

No

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

1. Mosaic (social care database)
2. SAP
3. Corporate Risk Management System
4. Business Continuity and Emergency Plans
5. Service and Officers emergency call lists
6. Financial Schemes of Delegation
7. Annual Governance Statements across Adults and Health
8. National Fraud Initiative – national database for data matching
9. Enhanced evidence for internal and external Audits
10. Record of Processing Activities and Privacy Notices in line with GDPR and the Council's Information Governance Board requirements.
11. Contracts

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

N/A