

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Change Support Officer
Salary:	£31,537-£34,434
Grade:	Grade 8
Hours:	37 per week. We are open to discussions about flexible working.
Team:	Transformation Team in Children, Education and Families directorate
Service Area:	
Primary Location:	County Hall, Oxford OX1 1ND, with hybrid working available. Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process.
Budget responsibility:	None
Responsible to:	Programme Manager
Responsible for:	Delivering Change to support CEF vision for Children Young People and Families of Oxfordshire
Political Restricted Post:	No

Job Purpose

Working in a dedicated specialist area delivering a high-class service across Oxfordshire for the benefit of service users, professionals, partners, and internal customers
 Support in organizing project activity, prioritizing Transformation activity and the administration behind this.
 Support in communications delivery to support launch and ongoing engagement.
 Encourage consistent project management through ensuring and upskilling best practice use of tools and templates and maintenance of the self-help repository.
 Support Governance through Programme and CEF Transformation Board by collating reports, agendas, taking minutes and coordinating action.

Job Responsibilities

This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.

- **Organisation:** Ensuring the smooth progression and delivery of a breadth of tasks through identifying goals, priorities, breaking down complex tasks into achievable actions and communicating this effectively.
- **Diligence:** Completing complex tasks with a high level of quality, accuracy, and consistency with and concern for all relevant stakeholders and implications.
- **Communication:** Creativity in developing and delivering a written and verbal communications strategy and plan to support successful engagement and maintaining this in terms of continuous improvement and strategic alignment to Transformation progress and benefits.
- **Initiative:** Purposeful self-management to assess a situation and take initiative-taking action without direction from someone else.
- **Problem solving:** Working through problems which arise throughout a project lifecycle by gathering the right information, identifying a solution, and coordinating the delivery of this with the right stakeholders.
- **Coaching:** Providing support and focus to help individuals learn, improve performance, and deliver consistently using best practice approaches
- Working co-operatively, as part of a team liaising with both internal and external colleagues to provide efficient and effective specialist support and act as a business support lead.
- Supporting the team or teams to demonstrate value for money and ensuring that systems are developed which both meet the needs of the service and stakeholders and are in line with county council systems and procedures.
- Attending and participating in meetings as required to support the needs of the service including taking a lead role as 'champion' for a service process, system, or development area.
- Provide support to senior officers within the Team.
- Maintain an up-to-date knowledge of business system developments and the organisational and statutory frameworks applying to operational teams; use this knowledge to inform recommendations for change.
- Look to undertake Delivering the Future Together responsibilities and become a champion for Children's Services.
- Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes, and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care.
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently.

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications, and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
GCSE (or equivalent) in Maths and English	AF/I
Intermediate computer skills and experience in using the full range of Microsoft Office / Office 365 applications and the ability to use these effectively in this role.	AF/I
Previous experience in programme or project delivery environments with a proven record of managing workstreams and projects with multiple delivery partners and stakeholders.	AF/I
Ability to create concise written documents and reports with accuracy and attention to detail.	AF/I
A commitment to providing a high-quality service to customers/client's service with commitment to continuous improvement.	AF/I
Demonstrable organisational skills such as multi-tasking, use of initiative, problem solving, working independently and prioritising workloads and the ability to be resilient in a pressurised environment subject to changing workloads and conflicting priorities.	AF/I
Excellent communication and interpersonal skills with the ability to develop and maintain beneficial working relationships with multiple stakeholders across all levels.	AF/I
Ability to prioritise effectively and be flexible as situations change and develop.	AF/I
Professional integrity with the ability to maintain confidentiality, treat sensitive information with discretion and deliver consistently on our company values.	AF/I

Ability to work on your own initiative and work collaboratively as part of a team .	AF/I
Desirable Criteria	Assessed By:
Project/programme delivery qualifications, e.g., PRINCE2, MSP,APM	AF/I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre-employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety, and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
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<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing, and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g., long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		