**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

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| Job Title: | Systems Improvement Officer - CEF |
| Salary: | £48710 - £51802 |
| Grade: | 13 |
| Hours: | *e.g.,37 per week. We are open to discussions about flexible working*. |
| Team: | *Service Improvement Team* |
| Service Area: | Children Education and Families |
| Primary Location: | *e.g., County Hall, Oxford OX1 1ND.* *Below is an example holding statement but remove if role does not permit agile working**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: | Head of Business Support Service |
| Responsible for: | Improvements and Development in our case-holding systems |
| Political Restricted Post: |  |

## Job Purpose

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| *A brief overview of the key objectives of the job:*To support the ongoing development of System C (Liquidlogic) recording system which includes Early Help Module (EHM), Liquidlogic Children’s System (LCS), Early Years Education System (EYES), [Liquidlogic Integrated Finance Technology](https://mylift.oxfordshire.gov.uk/) (LIFT), and the Children’s ContrOCC and the processes across Education and Children’s Social Teams to enable effective ways of working and contribute to efficiencies and savings. To continue to develop and maintain in-depth knowledge of the functioning of System C to support staff to deliver a responsive and effective service to children, young, people and families. To achieve this aim by providing support to all System C users in CEF through innovative ways to ensure standardisation is achieved across all relevant teams. To effectively communicate all System C changes and updates and support staff to understand the new requirements and embed these into practice via training, guidance, and targeted on-site support. To assist in delivering ongoing service development and improvement across CEF and to ensure that changes brought about through approval at System C Governance Board are firmly embedded and the benefits realised. To identify solutions to potential risks and issues or system limitations to ensure the needs of the council are met.  |

## Job Responsibilities

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.* To ensure that all development work undertaken is in accordance with all relevant Statutory acts, legislation, policy, and guidance.
* To help ensure that System C meets operational needs as per statutory requirements and that it is developed and evaluated to Operational/Business Support and lean requirements.
* To work with Business Development Team Leaders, all CEF teams and ITID to ensure that processes and systems support the provision of a timely and proportionate response to referrals and enquiries.
* Working alongside ITID to take a lead in the development of practice guidance and staff guidance to support the implementation of changes made across all teams.
* To provide consistent specialist advice in line with changing legislative requirements, government guidance and evolving best practice.
* To demonstrate and champion evidence-based practice and keep abreast of legislative and system developments.
* To take a lead in ensuring the sharing of learning and expertise across the organisation in multiple formats.
* To demonstrate and promote practice that is reflective, evidence-based, robust, and transparent and can be upheld in the case of challenge.
* To develop and provide training, course material and guidance to support the continual development for all System C users which will include training for new starters (induction training following on from new starter weekly report), bespoke team training, workflow training, creating case notes, closing cases, to name but a few.
* To agree a System C training plan for the year
* To develop innovative training methods to reduce staff time and cost implications.
* To provide support within operational teams to obtain a clear understanding and knowledge of how processes and functionality is working on the ground.
* To maintain guidance, E-Learning, and training material to support staff in working effectively and efficiently.
* To manage any System C process queries, questions or issues from users and outside partner organisations and respond in a timely way.
* To communicate out changes in processes or functionality by using a variety of communication methods which includes in-person sessions or attendance at staff/team meetings responding to queries as and when appropriate.
* Operate System C clinics across various locations/teams to action and resolve any system issues.
* Report back with any patterns, trends, issues in processes that could cause delay in delivering a streamlined service.
* Identify service/system improvements to improve performance across CEF.
* To help to deliver efficiency savings identified as part of Lean and to identify opportunities for further efficiencies.
* To take opportunities to network, develop and build professional relationships with organisations, agencies, and stakeholders to improve and promote joint working and effective service delivery.
* Ensure clear, concise, and accurate recording of any work undertaken, and good electronic and (where required) paper file management is maintained.
* To facilitate a culture of innovation, accountability, and empowerment amongst staff.
* To support the development and delivery of service improvements including taking lead responsibility for specific work streams within programmes of work.
* To work alongside ITID, DLT, CEF teams to support the delivery of the service improvements to agreed timescales and quality.
* To lead on supporting the continued engagement and development of the System C Champions across CEF.
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# 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.

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| Essential Criteria | Assessed By: |
| * A thorough understanding of the Childrens Social Care pathway and operational processes and systems
* Proven record of service and system development and innovation.
* Excellent reasoning, communication and presentational skills, both oral and written and being able to positively and clearly communicate to a wide range of people.
* Experience of working successfully and in partnership with internal and external partners including establishing and maintaining strong working relationships with service users, their families, carers and advocates
* Extensive and working knowledge of legislation and statutory guidance relevant to Childrens Services, Childrens Social Care and Education.
* Highly organised with proven experience of a solutions focused, logical and innovative approach to challenges and can constructively and sensitively challenge assumptions and opinions
* Excellent IT competency
* Relevant professional management qualification.
* Self-starter and team player with the ability to work flexibly and on own initiative.
* Strong analytical skills, with the ability to understand complex processes.
* Has impact and influence and effectively motivates others to achieve goals and embrace change
* Provides effective support and challenge, including influencing senior management.
* Can deal with a large and varied workload and prioritise effectively.
* Looks ahead, harnesses ideas and opportunities, achieve goals, challenging existing processes to develop the County Council in the long term.
* Ability to operate successfully with a climate of change and to champion innovative ways of thinking and working.
* Stays calm under pressure
* Accepts and responds to constructive feedback
* Ability to delegate where necessary
* Experience of facilitating groups of staff
* Considers the impact on others when making decisions
* Is available and approachable and takes time to consult and communicate with sensitivity and understanding
* Experience of working with and reporting to managers and stakeholders
 | A/I/T |
| Desirable Criteria | Assessed By: |
| * Evidence of consistent pattern of learning and development
* Evidence of previous training experience
* Understanding of lean principles and methodology.
* Ability to identify whole system problems and propose solutions
* Awareness of and ability to articulate the broad organisational goals and outcomes
* An understanding of the Special Education Needs pathway and operational processes and systems
* An understanding of the EYES system
* Supports the team to deliver against service plans Demonstrable application of up-to-date knowledge relevant to post, making good use of information and seeking guidance when appropriate
* Evidence of consistent pattern of learning and development
 | A/I/T |

# 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](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

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

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| --- | --- | --- | --- |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | 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).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing, and pulling) of people (including pupils) or objects | [ ]  | 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) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [ ]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):  |

April 2022