



Role Profile	
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Advanced / Senior Officer (Tier 7a)
Associated job summary overviews	• Brokerage Officer • Quality Improvement Officer • Commissioning Officer • Local Area Coordinator
Grade / Grade range	9 - 11
Reference number	HESC-7A

Purpose

Deliver high-quality services through projects and initiatives that manage a range of complex inquiries, issues, and communications, drive service improvements, ensuring effective use of digital systems and data, engagement and partnerships. Act as a key point of contact to progress key area of work, resolving a range of issues including conflicting priorities and supporting senior managers to enable delivery of service priorities. Mentoring colleagues, enhancing team capability, and contributing to a culture of continuous improvement.

Corporate accountabilities

- Be technically sound and proficient in an area of specialism by keeping up to date with latest updates, industry best practice and improvements ensuring you can drive continual service improvements
- Demonstrate professionalism at all times and embrace matrix working with colleagues and partners, removing silos
- Take responsibility for professional growth by seeking and acting on feedback
- Provide team members with feedback and coaching, and share best practices
- Collaborate with managers to mitigate risks and meet business goals on time and within budget
- Prevent or mitigate risks, including risks to health and wellbeing
- Be innovative - and implement changes through project plans, reports and engagement with providers and service users
- Communicate clearly and effectively with a wide range of colleagues and customers
- Provide complex information and respond to queries, including queries from other team members.
- Influence and negotiate with stakeholders in the community, and across health and care providers to achieve desired outcomes
- Act as an Equality, Diversity and Inclusion (EDI) role model, taking responsibility for learning about EDI and promoting an inclusive working environment.



- Seek to enhance the health and wellbeing of yourself and others
- Support improved environmental performance within your team by being conscious of the impact of activities on the environment and climate.
- Adhere to contract and financial policies, procedures and timelines to ensure the Council' and ICB's transactions, commitments, contracts, and essential accounting information are recorded completely, accurately, and promptly

Professional pathway accountabilities

- Translate organisational and system priorities into actionable plans, championing change initiatives and contributing to service improvement strategies.
- Optimise the use of digital tools and systems to streamline workflows, enhance data sharing, and support team productivity.
- Oversee the integrity and analysis of data across systems, ensuring accuracy, compliance, and timely reporting to inform decision-making.
- Manage high-level communications and correspondence on behalf of senior leaders, including briefing notes, formal letters, and stakeholder updates.
- Identify and address operational challenges during project delivery, applying problem-solving techniques and escalating risks appropriately.
- Lead on resolving complex inquiries and provide guidance to colleagues and customers, ensuring clarity and professionalism in all communications.
- Take ownership of personal and team development by mentoring junior staff, sharing expertise, and engaging in structured learning aligned with service goals.
- Build and maintain collaborative relationships with internal teams, external partners, and communities, adapting approaches to meet diverse and evolving needs.

Essential skills, knowledge and experience required	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
Holding relevant professional qualifications or equivalent experience in a similar role and sector	✓	
Strong interpersonal skills with the ability to influence and support others across different levels	✓	
Sound understanding of organisational processes and how they contribute to wider service outcomes	✓	
Ability to manage competing priorities and work under pressure with minimal supervision	✓	
Skilled in interpreting and applying policies, procedures, or regulatory frameworks	✓	
Confident in using data to support evidence-based decisions and service planning	✓	
Experience in handling complex inquiries and providing professional guidance	✓	

Values and behaviours

Our organisational values underpin everything we do and say. In short: our values describe 'the way we do things here'. They are:



- **Always learning**
- **Be kind and caring**
- **Equality and integrity**
- **Take responsibility**
- **Daring to do it differently**

Accessibility

If you (or anyone you know) needs this document in an alternative format i.e., Easy Read, large text, audio, Braille, or a community language, please contact your line manager to discuss your requirements or call the council's customer services team on 01865 792422 and we will work with you to meet your needs.



Job Summary Overview

Job title	Local Area Coordinator
Career family	People Care
Professional pathway	Commissioning
Professional pathway level	Advanced / Senior Officer (Tier 7a)
Grade	11
Reports to	Local Area Coordination Manager
Financial responsibility	Maximum £5k for local grants
Supervisory responsibility	N/a
Reference number	ROP-HESC-7A-LAC

This job summary overview should be read in conjunction with the associated role profile (HESC 7a) corresponding to the professional pathway level.

Job Summary

The Local Area Coordinator is a trusted and accessible presence within the community, dedicated to fostering inclusion, resilience, and the empowerment of people to live independent, fulfilling lives. Through building meaningful relationships and connecting people with local resources, the Co-ordinator helps individuals, families, and communities to recognise strengths, overcome barriers, and realise aspirations—supporting the creation of more inclusive and resilient neighbourhoods, and contributing to the ongoing transformation of public services.

- Champion community participation and equity, encouraging people from all backgrounds to engage and connect with local opportunities, events, and initiatives.
- Support individuals and families to recognise and build upon their strengths, networks, and resources, enabling them to shape and pursue their own vision of a good life. Facilitate access to information, guidance, and wider opportunities.
- Establish and maintain collaborative relationships with local organisations, statutory services, and community groups to co-ordinate support, identify barriers, and drive positive change across the system. Actively contribute to a culture of shared learning and mutual support among partners.
- Ensure people's views are heard, respected, and acted upon by championing their rights and promoting participation in decisions that affect them and their communities. Seek and share stories that highlight the impact of the Local Area Coordination approach.
- Work autonomously to gather insights from the local area and wider system, share learning, and contribute to the ongoing development, evaluation, and improvement of Local Area Coordination.



- Participate in reflective practice and supervision to further personal and professional development.
- Support the collection and sharing of information, data, and evidence to inform service development and policy, and demonstrate the impact of the approach at individual, community, and system levels.
- Adhere to all relevant policies and standards relating to safeguarding, equality, data protection, lone working, and health and safety, ensuring ethical, inclusive, and safe practice at all times.
- Act as an ambassador for the Local Area Coordination approach, raising its profile and representing its values at community events, meetings, and forums with external partners.
- Uphold the organisation's values, policies, and procedures, undertaking any other duties commensurate with the grade of the post.

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
A degree level or equivalent qualification or relevant professional experience commensurate with the role	✓	
Demonstrable commitment to the 10 principles underpinning Local Area Coordination.	✓	
Experienced in supporting people and families from diverse backgrounds with person-centred and holistic approaches.	✓	
Experienced in supporting people to build a picture of the life they want for themselves and supporting people to create plans towards achieving their vision.	✓	
Experienced in influencing and supporting positive change at various levels.	✓	
Knowledge and practical experience of supporting self-advocacy.	✓	
Experienced in supporting people to form natural relationships and build their circles of support and friendship.	✓	
Outstanding listening, communication, and interpersonal skills for building trusting relationships.	✓	
An ability to withhold judgement about a person's life, circumstances, aspirations, and the community they live in.	✓	
Ability to work under pressure in a complex, fast paced and changing environment, prioritising effectively in order to deliver responsibilities	✓	
Clear and concise verbal and written communication skills	✓	
Ability to constructively challenge existing processes and practices.	✓	
Understanding of the legislative frameworks for safeguarding vulnerable adults and children.	✓	
Effective management of non-recurrent budget for innovative initiatives.	✓	
Evidence of using a range of tools, core Microsoft applications and other applications which will support effective brokerage, including capturing robust data, data analysis and reporting.	✓	



Ability to work in a collaborative and constructive way with others as part of a team, providing challenge where appropriate, to solve problems and implement solutions.

✓

Working Arrangements

- The post is not politically restricted.
- Enhanced DBS check with Barring List is required. [Note – this should be based on Verifile record/title]
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our [Agile Working Policy](#)
- Able to travel across the county and work from various office locations within the county.
- The role is likely to require frequent walking in and around the community.

Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

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

☐	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
✓	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
☐	Other (please specify):		

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