



Job Title: Recruitment & Retention Officer	Role Profile Number: PCN64
Grade: N Salary:	Date Prepared: 15/02/19
Directorate/Group: Children's Services	Reporting to:
Structure Chart attached:	

Job Purpose

- This is a new and important role within Swindon Borough Council's Fostering Service, focusing on the journey of our foster carers, and representing SBC as the organisation's principle ambassador for the fostering team
- Identify opportunities for service improvement to drive cross functional efficiencies, improve service levels for our foster carers, as well as liaising all key internal and external stakeholders, including service professionals from the HR, IT, Finance, Communications, Business Support functions, and external stakeholders, such as Team Teach and Natwest.
- Work closely with the leadership team to oversee a plan to improve service levels in the fostering recruitment and retention practice, and report on key activities to meet targets
- Ensure Key Performance Indicators are identified and effectively measured to ensure the service is achieving its objectives
- The post holder will provide essential strategic and business improvement support in fostering recruitment and retention

Key Accountabilities

- Establish and maintain strong and productive relationships with key stakeholders ensuring that the service requirements for foster carers are understood, communicated effectively to a variety of audiences, and are incorporated into a framework of best practice
- Provide leadership and set strategic direction for all fostering recruitment campaigns, assigning goals, setting clear accountabilities and performance expectations across key internal departments, such as Comms and Finance
- Design, present and promote key messaging and strategic communication plans for foster carers, and across the sector, working closely with Team Manager and Service Manager
- Support, manage and oversee initiatives around the pastoral wellbeing of foster carers and their families, including planned networking and support events for foster carers, and coordinating annual special events

- Act a key liaison with foster carer groups to develop the service and promote retention of foster carers
- Use influence, oversight and direction in the provision of best practice around fostering recruitment and retention
- Identify opportunities for promote new and efficient ways of working, engaging with and securing support key stakeholders
- Identify current, and anticipate future placement needs in order to research and inform key strategies around demand management, and work closely with SBC's leadership team

Supplementary Accountabilities

- Plan, manage and oversee the training portfolio for foster carers, ensuring key learning objectives are aligned to national standards
- Ensure high level of customer experience and content delivery

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Excellent written and verbal communication skills is essential
- Ability to work autonomously to assess, report and advise on best practice in fostering recruitment and retention
- Experience managing and coordinating events
- Key Stakeholder Management; working closely with internal and external partners
- Experience of working with Children's services
- Ability to work with different IT systems, Microsoft Office is essential
- Knowledge of CMS systems is desirable
- Proven experience of achieving good, measurable outcomes on business improvement plans

Qualifications

- Educated to degree level

Decision Making

- Motivate others and take them on a change journey
- Manage and resolve challenges in a creative manner
- Manage and prioritise conflicting demands
- Ability to analyse information and communicate effectively with leadership team

Creativity and Innovation

- Forward thinking, enthusiastic and resilient with a can-do attitude
- Creative problem-solving, ability to 'think outside the box'
- Keen for change and challenge convention

<u>Job Scope</u>	Budget Holder	Yes/No
Number and types of jobs managed <ul style="list-style-type: none"> • No line management responsibilities • Stakeholder management responsibilities • Management and oversight of training plan for foster carer • Reporting and analysis of data (insert) 	Responsibility No budget holder responsibilities	.
Typical tasks supervised/allocated to others <ul style="list-style-type: none"> • N/A 	Asset Responsibility:	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Work in close collaboration with the Communications team to promote and recruit new foster carers
- Market the service to external stakeholders to secure support for events

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Must be able to work some late evenings and occasional weekends where needed.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	