

Job Title: Systems Improvement Officer – Children’s Brokerage Team	Role Profile Number: BSN130
Grade: M Salary:	Date Prepared: July 2020
Directorate/Group: Children’s Services	Reporting to: Team Manager
Structure Chart attached:	

Job Purpose

To provide a comprehensive and responsive administrative service to the Children’s Brokerage Team

To provide technical and procedural guidance, supervision, finance and management functions to meet budget and Children’s Services objectives and performance indicators.

To be accountable and to work autonomously in identifying areas for improvement and efficiency and being proactive in initiating and supporting change within the team.

To work closely with Team Manager, data management and other performance/ data stakeholders to ensure that accurate data is recording and available in relation to Children’s Placements and other services

Play a key part in ensuring that systems are in place to ensure oversight of Children’s Placements and other Services including quality, financial information and accuracy of recording

Key Accountabilities

1. Prioritise work in accordance with statutory deadlines and other local priorities
2. Develop specialist knowledge in data and recording matters for Children Looked After and how it supports accurate data reporting, OFSTED returns and key information needed for Commissioners and Leaders to inform planning for Children’s Services
3. To routinely track and record information relating to placements for children in care, including in ICS, business/ data reporting systems and finance systems and to check recording of others for data integrity. When necessary, following up and resolving inaccuracies or anomalies when they arise with various teams and data management.

4. To share information about placements for children in care and other brokered services as needed (reporting, informing relevant partners, sharing information with finance)
5. To collate and update information about providers of placements and brokered services for children (both in house and external placements)
6. Organising and maintaining systems and folders for information about children in care and their placements
7. To develop and maintain recording systems relating to Children's Placements and other brokered services and run reports and management information to assist with monitoring of placements and placement expenditure
8. To prepare and collate a range of data about Children's Placements for regular reporting including quarterly returns from providers, types of placements, placement endings and OFSTED information.
9. Develop and oversee a system to enable the team to review placements and other brokered services at required intervals and to assist in preparation and recording of reviews, quality of placements and OFSTED information
10. Contribute to the overall improvement plan for the team and use skill and experience to identify and prioritise areas for improvement and efficiency within the team
11. Act as System Super User; the first point of reference for operational staff for advice and guidance in line with SBC policies and procedures
12. Ensure any relevant client databases or client files are updated in a timely and accurate manner, and within SBC policies around GDPR and information security, and archiving
13. Provide administrative support for the day to day operation of the team
14. The post holder will be expected to provide advice on complex administrative matters or on sensitive information to senior managers in the Department or in other agencies

Supplementary Accountabilities

- Participation in ad hoc projects/working parties as determined by Departmental needs

Knowledge & Experience

- Substantial previous experience in an administrative role.
- Demonstrable experience using initiative to develop and improve processes.

- Confident in dealing with budget monitoring and other finance systems.
- Ability to communicate across all levels and via various media e.g. face to face, mail, phone
- Experience of dealing directly with the public in emotional and stressful situations. Experience of handling sensitive and confidential information
- The ability to demonstrate competency in the separate technical/procedural, training, supervision and management functions of the post. The ability to switch between these functions constantly and easily
- To demonstrate an ability to gain system expertise quickly in order to be able to act as a super user. To offer support and guidance to colleagues and identify training needs and issues and report to the Super User Group
- Demonstrable accreditation in the use of windows based word-processing, creating complex spreadsheets and databases to produce management information
- Knowledge of GDPR and Freedom of Information Acts.
- Experience of data validation
- Confident to work with minimal supervision
- Proactive, motivated and enthusiastic in work approach

Working Conditions:

Consistent high use of IT equipment.

Will need to be flexible with working hours, assisting fieldworkers during emergencies.

Decision Making

Ability to work using initiative but within recognized framework and boundaries

To check for data integrity and validate by checking with various sources and teams as necessary to ensure that data reporting and financial information is accurate in relation to placements and other brokered services.

Recommendations and collective decisions are made at ICS/Care Director Super User meetings and management meetings. These decisions can lead to changes in procedures and working standards. Decisions have significant implications for the service and can have a long-term impact.

The role involves introducing new administrative procedures and practices and making recommendations to change existing systems to improve efficiency and performance of the team or division in general. These kinds of decisions can have a major impact on service provision affecting working practices, children's outcomes and meeting performance indicators.

Creativity and Innovation

The role involves being able to adjust to constant demands and changes, to facilitate team members with their priorities. This involves interpreting and disseminating information to team members as appropriate.

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)

- Due to the nature of the work and in accordance with the demands of the post the post holder may be required to work outside of normal office hours from time to time for which time off in lieu of payment may be taken at a time to be agreed with the line manager. Overtime will not be paid.

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