

Person Specification



Job Title	Social Care Strategic Lead Business Support Officer
Grade	SO1
Service/Section	Quality Improvement
Directorate	Children's Services

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Detailed understanding of Children's Services governance, performance and quality assurance arrangements.	E
Knowledge of project management principles and improvement methodologies.	E
Microsoft Office, Outlook and Teams and an understanding of data analysis techniques and performance reporting.	E
Data protection and confidentiality requirements. Knowledge of information governance, GDPR and records management.	E
Knowledge of statutory guidance, inspection frameworks and performance, Children's Services structures and functions	D
Knowledge of financial processes	E
Skills and Abilities	
Ability to analyse complex information and produce strategic reports and recommendations.	E
Ability to independently manage competing service priorities with minimal supervision.	E
Ability to challenge constructively and influence decision making at a senior level.	E
Strong project management and programme coordination skills.	E
Ability to develop and redesign business processes.	E
Advanced skills in performance reporting, data analysis and presentation	D
Experience	
Experience supporting senior management teams within a complex organisation.	E
Experience leading complex business support, governance or service improvement functions.	E
Experience developing performance reports and management information for senior leaders.	E
Experience analysing performance information and presenting findings and recommendations.	E

Experience taking minutes or meeting notes	E
Experience identifying and implementing service improvements.	D
Experience in local government, social care or public sector services	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E